racami™

Products & Services
For Multichanel Communications

Who we are

Racami is a fast-growing and innovative multi-national software and IT services company that improves the performance of customer communication processes and advances multi-channel initiatives. We are revolutionizing the way customer communications are produced and distributed using its flagship customer communications platform, Alchem-e™. In addition to their software, Racami provides industry specialized professional services and software development for insurance, financial, healthcare, book publishing, and marketing companies.
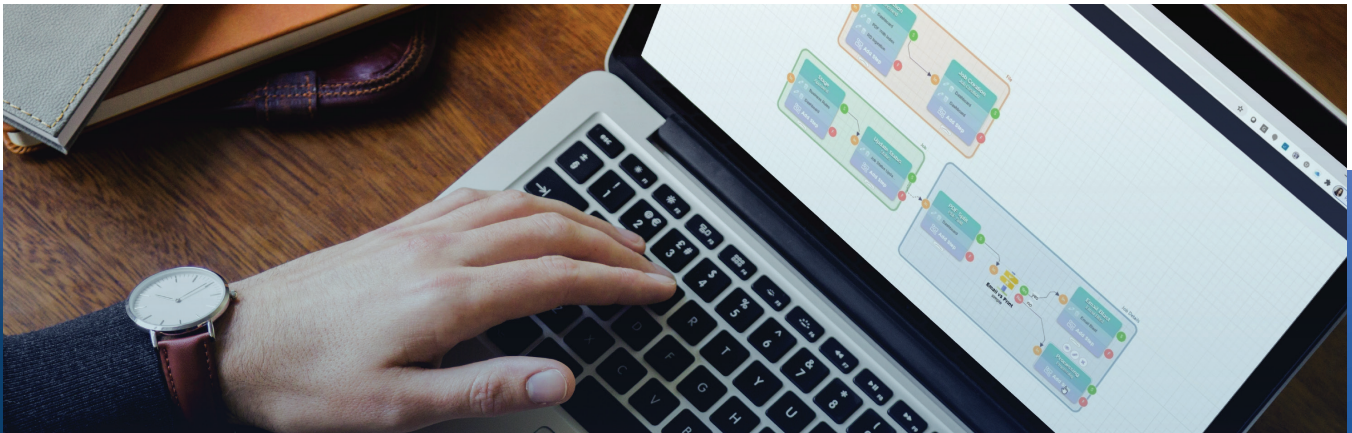
For more information, visit **www.racami.com**

Racami Products

△ **Alchem-e**™

△ **Pay**

△ **Books**

△ **Proof**

Racami Products

The Alchem-e™ customer communications platform integrates software and hardware used in the composition, processing, manufacturing, and distribution of documents and other forms of communication. Tying all the value-added steps together results in high levels of efficiency and industry compliance and extends information to business users outside of the production process.

The Alchem-e™ Platform Provides:

- ✓ Real-Time Workflow Visibility
- ✓ Production Management
- ✓ Analytics, Trends & Reports
- ✓ Audit & Compliance Tools
- ✓ Quality Control Solutions
- ✓ Low Code Workflow Builder

- ✓ Document Archive and Retrival
- ✓ Print Queue Manager
- ✓ Document Re-engineering
- ✓ Consumer Journey Management
- ✓ Storefront Management
- ✓ API and JDF/JMF connections

Alchem-e™ Capabilities

The Alchem-e™ Dashboard covers the entire customer communications production process from input through delivery with a graphically-rich user interface that optimizes the production process and gives you full control and visibility of the operation.

Alchem-e™ FLOW Is a powerful drag-and-drop interface for developing process automation within your operation. Users design and create automation around processes, including multi-faceted enterprise workflows that make short work of task scheduling, trigger management, input/output management, database activity.

The Alchem-e™ Platform connects the critical technologies you use to communicate with consumers in the offline and online worlds.

Customer Communications
Gives you a dashboard & workflow to orchestrate and watch over your offline and digital communications.

Customer Journey Tracking
Collects information about various touch points with your customers, so you can analyze and improve.

Quality Control
Workflow controls and tools to complete internal quality assurance and client facing quality control processes.

Multi-channel
Deliver communications to any channel from print, email, SMS, voice, video, fax, responsive HTML, and mobile app.

Flexible Deployment
On-site and cloud solutions providing accessibility to data, technology, and equipment with APIs and connectors.

Security
Providing industry standard data security and custom integrations to meet your unique requirements.

Transactional, Marketing & Fullfilment
Processing system generated transactional and ad-hoc marketing communications along with fulfillment orders.

End-to-end Control
Customized user, manager, and administrative control to unsure accountability to clients, customers and service leves.

Alchem-e™

account Number | Demo

Last Login: Monday, March 06 2023 02:23:46 PM

Files							

Last refreshed on 2023-03-07 09:03:33 EST. Files: 67 Selected: 1

	INPUT FILE	COMPANY	FILE SIZE	RECEIPT METHOD	RECEIVED DATE	PRODUCTION FACILITY	PO	JOB STATUS
						Show All		Show All
▼	My10letter Prod file	Alchem-e Bank	0 bytes	Fulfillment	2023-02-28 10:48:53 EST	Atlanta Office		-
▼	Canada_Post1_022723_WC1	Alchem-e Marketing	105 KB	DataImporter	2023-02-27 13:18:35 EST	Dallas Office		Completed
▼	Canada_Post_022723_WC2	Alchem-e Marketing	105 KB	DataImporter	2023-02-27 11:43:42 EST	Atlanta Office		Completed
▼	Canada_Post_022723_WC1	Alchem-e Marketing	105 KB	DataImporter	2023-02-27 11:38:01 EST	Dallas Office		Completed
▼	Canada Post	Alchem-e Print	105 KB	DataImporter	2023-02-27 11:13:21 EST	Atlanta Office		Completed
▼	Multichannel-book_080221_1	Alchem-e Marketing	267 MB	DataImporter	2023-02-21 15:14:56 EST	Atlanta Office		Completed
▼	Statements_Angel_test1	Alchem-e Bank	3 KB	DataImporter	2023-02-20 13:58:12 EST	Atlanta Office		Completed
▼	Gallagher Order Test	Alchem-e Marketing	0 bytes	Fulfillment	2023-01-25 15:36:15 EST	Atlanta Office		-
▼	CCS_1R_WEmail	Alchem-e Print	55 KB	DataImporter	2022-12-12 13:36:16 EST	Atlanta Office		Rejected
▼	AppointmentRequest_102722_2_JS	Alchem-e Healthcare	255 bytes	DataImporter	2022-10-27 08:44:56 EST	Atlanta Office		Completed
▼	AppointmentRequest_102722_1_JS	Alchem-e Healthcare	255 bytes	DataImporter	2022-10-27 08:10:47 EST	Atlanta Office		Completed
▼	AppointmentRequest_102622_1_JS	Alchem-e Healthcare	255 bytes	DataImporter	2022-10-26 21:17:49 EST	Atlanta Office		Completed
▼	Print_1026022_112290	Alchem-e Print	192 KB	DataImporter	2022-10-26 21:14:54 EST	Atlanta Office		Completed
▼	Statements_Angel_test1	Alchem-e Bank	3 KB	DataImporter	2022-09-21 16:37:37 EST	Atlanta Office		Completed
▼	Multichannel-Ebook_JS_1	Alchem-e Marketing	267 MB	DataImporter	2022-09-20 11:53:01 EST	Atlanta Office		Completed

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Jobs | Completed

Last refreshed on 2023-03-07 09:48:59 EST. Jobs: 1 Selected: 1

	PDF	PRODUCT ID	JOB ID	RECEIVED DATE/TIME	REQUIRED COMPLETED DATE/TIME	JOB STATUS	QUANTITY	IMPRESSIONCOUNT
				Show All	Show All	Show All		
▼		Book	641256	2023-02-21 15:14:59 EST	2023-02-22 03:14:59 EST	Completed	0	18

Items per page 5   Page 1 / 1

Job Details | Pending Approval

Last refreshed on 2023-03-07 09:49:01 EST. Job Details: 2 Selected: 1

	PDF	OPTIONID	JOB NAME	JOB STATUS	RECEIVEDDATETIME	IMPRESSIONCOUNT	RECEIVEDQUANTITY	REJECTEDQUANTITY	SITEID	PRINT FILE	JOB NAME	APPROVED QUANTITY
				Show All	Show All	Show All						
▼		762231	Inside Pages	Pending Approval	2023-02-21 15:15:03 EST	14	0	0	Atlanta Office	Proof.pdf	-	0
▼		762230	Cover	Ready for Print	2023-02-21 15:15:02 EST	4	0	0	Atlanta Office	Proof.pdf	-	0

Items per page 5   Page 1 / 1

Sidebar: Files, Analytics/Reporting, Templates/Orders, Print Queue, Department Dashboard, Scan Station, Inventory, Escrow, Approval View, Consumer, Asset Management, Document Search, Reprint Records, Invoice, Racami tab, Form Submission, Alchem-e Edge, MATT 2

Admin Center: Setup and Configuration, System, Alcheme Flow, Others

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Powered by Alchem-e   6.5.4-RC2-6.5.1-R

Connectors & Integrators

Here are some of the products and companies that are compatible
with the Alchem-e™ Suite of Products:

Document Composition

- Quadient
- OpenText
- XMPie
- Objectif Lune
- Eclipse

Print Management Systems

- Crawford Technologies
- Solimar
- Ricoh
- Canon
- Xerox

Inserters and Finishing Systems

- Pitney Bowes
- Bell and Howell
- Kern
- NEOPOST
- Gunther

Government and Utility Systems

- Southern Software
- Tyler Munis
- Accella
- GSI
- Payit

Print Equipment

- Konica Minolta
- Xerox
- Canon/OCE
- Ricoh
- Riso
- SuperWeb
- Screen
- HP

Postal and Shipping

- BCC/Bluecrest
- Accuzip
- Melissa Data
- USPS
- FedEx
- Canada Post
- TEC Mailing

Management Systems

- PrintReach
- EFI
- Ricoh
- Hubspot
- Salesforce
- Microsoft
- Cerner
- Quickbooks
- Marketo

Email, SMS & Video Systems

- Twilio/Sendgrid
- Exact Target
- Mailchimp
- JangoMail
- StreamSend
- BlueRush
- FLIVA

Racami Products

Alchem-e™ Proof is a leading proofing system designed to support creative and production teams throughout the creative and job approval process. Alchem-e™ Proof presents real-time progress tracking, accurate comments and markups on the designs, seamless client approval process, SOC2 compliance, a trail of activities done for a project, proof or file and unlimited guest reviews.
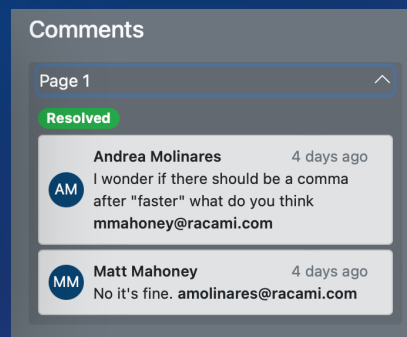
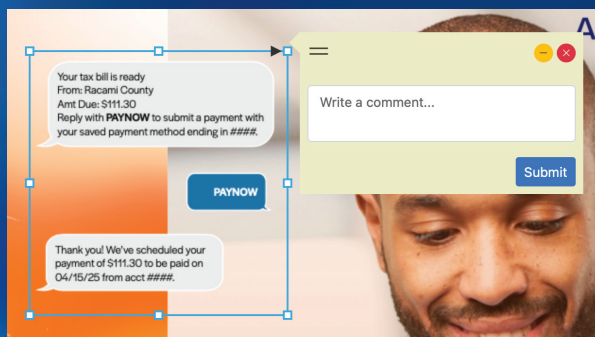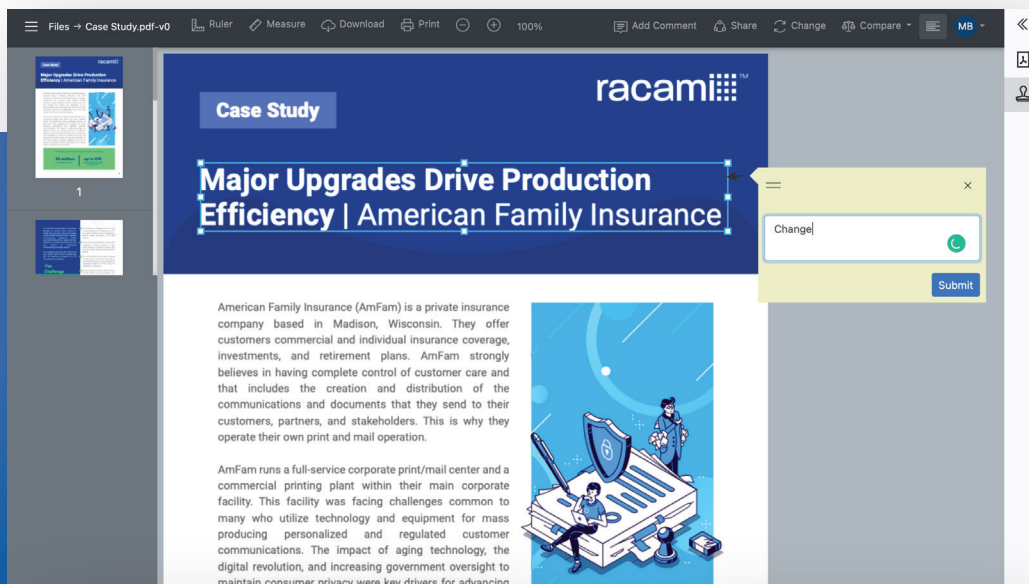## Everything You Need to Get Fast Reviews and Approvals
How Does Proof Work in 4 Easy Steps?

Upload Your Design → **Add Reviewers** → **Review & Approval** → **Your Proof is ready!**

Files → Case Study.pdf-v0 | Ruler | Measure | Download | Print | 100% | Add Comment | Share | Change | Compare | MB

Case Study

racami™

Major Upgrades Drive Production Efficiency | American Family Insurance

Change

Submit

American Family Insurance (AmFam) is a private insurance company based in Madison, Wisconsin. They offer customers commercial and individual insurance coverage, investments, and retirement plans. AmFam strongly believes in having complete control of customer care and that includes the creation and distribution of the communications and documents that they send to their customers, partners, and stakeholders. This is why they operate their own print and mail operation.

AmFam runs a full-service corporate print/mail center and a commercial printing plant within their main corporate facility. This facility was facing challenges common to many who utilize technology and equipment for mass producing personalized and regulated customer communications. The impact of aging technology, the digital revolution, and increasing government oversight to maintain consumer privacy were key drivers for advancing

Your tax bill is ready
From: Racami County
Amt Due: $111.30
Reply with **PAYNOW** to submit a payment with your saved payment method ending in ####.

PAYNOW

Thank you! We've scheduled your payment of $111.30 to be paid on 04/15/25 from acct ####.

Write a comment...

Submit

Comments

Page 1

Resolved

Andrea Molinares — 4 days ago
I wonder if there should be a comma after "faster" what do you think
mmahoney@racami.com

Matt Mahoney — 4 days ago
No it's fine. amolinares@racami.com

Racami Products

Alchem-e™ Pay is a multichannel payment processing platform that automates your digital bill presentment, acceptance, and payment; coupled with an incredibly powerful behind-the-scenes workflow engine and proven templates to increase customer satisfaction, reduce costs, boost revenue and drive digital adoption. Transform how customers can pay you and enjoy higher customer satisfaction, client retention, reduced print and mail costs, decreased customer service calls, and a more efficient payment process with **Alchem-e™ Pay.**

Get paid faster

Increase digital adoption

Get started quickly

Create happy customers

Alchem-e™ Pay

Login   Sign Up

← Back   **Take Payment**

Payment Details

First Name
First Name

Last Name
Last Name

Unique ID
Unique ID   Scan

Payment For
Utility Bills

Note
Enter Description

Payment Method
Cash   Card   Check

Amount

Enter amount

Confirm Payment Received

Get up and running faster. Instantly present bills and take payments online with little or no IT involvement.

Racami Products

Alchem-e™ Books prepares jobs for efficient production and communicates real-time order status throughout the manufacturing process, making commercial printers and book manufacturers more productive.

Alchem-e™ Books is tuned to do the important work that takes place before you send jobs to your printing equipment.

Alchem-e™ Books Print Applications

Magazine, Catalogs and magalogs

Paperback books

Education and SMT text books

Financial Annuity Reports

How Does it Work?

Status Feedback

Alchem-e™ Books

STOREFRONT

MIS System
Order System

Book Content

JDF / XML

CIP 4

MIS / ERP

BACK OFFICE

Accounting
Inventory

INGEST

Content & Order Information

PREPARE

- Book Content
- Order Instructions
- Manufacturing Rules
- Book Covers
- Book Blocks
- Barcoding
- Batching
- Sequencing
- Imposition
- JDF/JMF Conversion
- Prep for Production Line

PRODUCTION

Production Line 1
Equipment Specific JDF/JMF

Print
Bind
Track

Production Line 2
Equipment Specific JDF/JMF

Print
Bind
Track

Fulfillment