

ESII¹



THE MOST POWERFUL VISITOR FLOW MANAGEMENT SYSTEM

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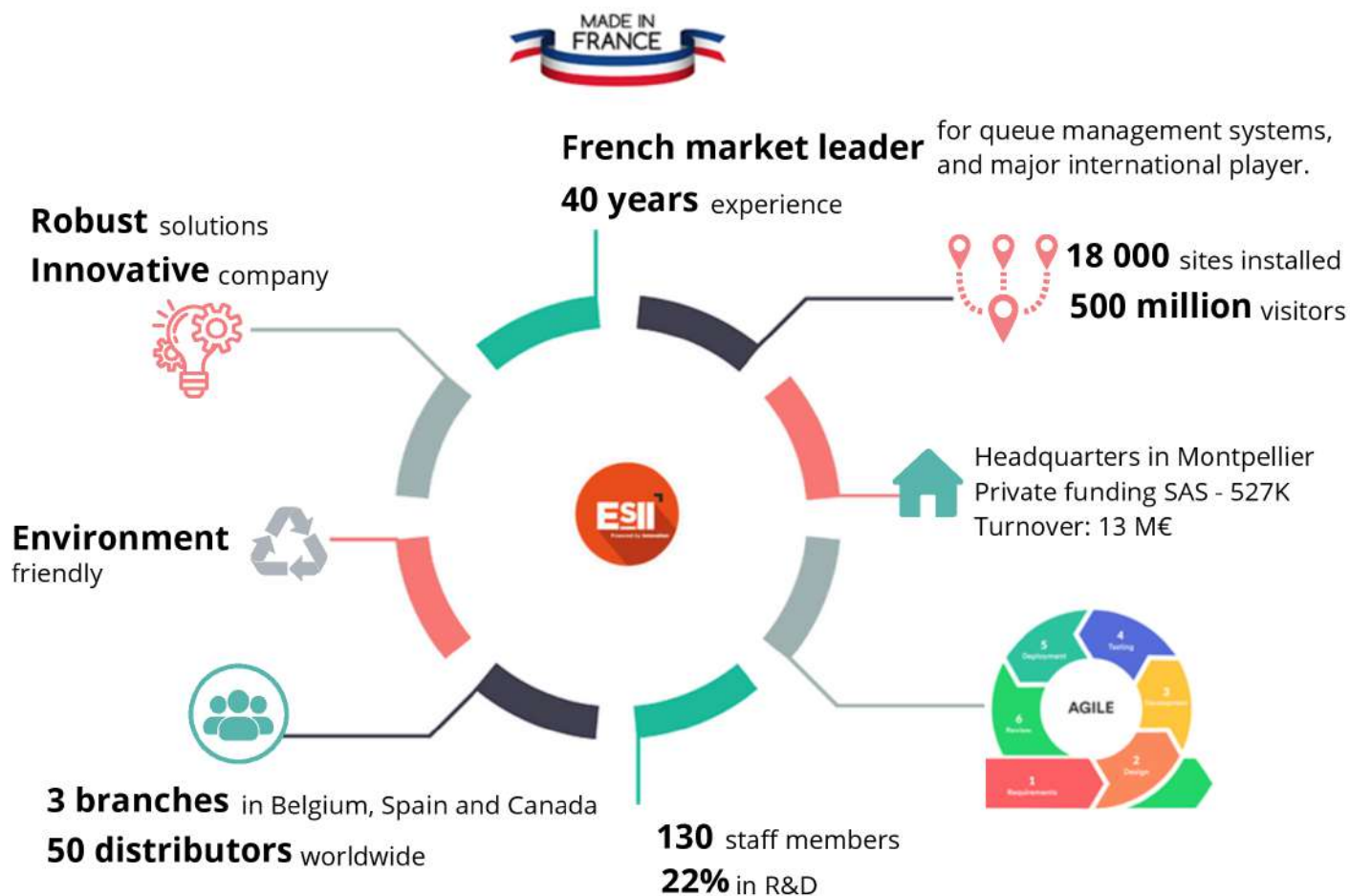


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Who we are

ESII

Serving a wide range of industries (public sector, health, retail, banking, education, entertainment) for 40 years, we offer a powerful queue management and customer reception solution to guarantee a superior customer experience.



Who we are

ESII⁷

More than 18,000 equipped sites in the world



RETAIL - Sales and Customer Goals

- Generate additional sales
- Improve customer satisfaction
- Achieve fast ROI



HEALTH - Patient journey Management

- Identify patients with appointments
- Optimize resources
- Manage wait conditions



ADMINISTRATION - Services Management

- Simplify and automate processes
- Improve User Experience, user-friendly



FINANCE - Optimize appointment booking

- Streamline scheduling
- Enhance user convenience
- Increase customer satisfaction



TELECOMMUNICATIONS

- Maximize customer satisfaction
- Foster loyalty
- Increase profit



TRANSPORTATION

- Optimize service queues
- Reduce wait times
- Enhance operational efficiency



SAMPLE OF INSTALLED SITES

RETAIL

Nespresso	149
Leroy Merlin	110
Leclerc	37
FNAC	122
Ikea	51
Castorama	7
Decathlon	69
Conforama	36
Lapeyre	30
Media Markt	54
Cora	3

MISC

Airbus	1
EDF	136
Air France	38
Travelex	6

HEALTHCARE

Hospitals	606
Pharmacies	240
Labs	73

BANKS

Caisses Desjardins	40
International Bank of Azerbaijan	35
Qatar National Bank	143
Caisses Populaires du Burkina	12
Banque Cantonale Vaudoise	10
BP Maroc	223
Credit Agricole	129

ADMINISTRATIONS

Job Centres	980
Public Health Agencies	1000
City Halls	550
Welfare Offices	710
Tax Offices	572
Regional Public Administrations	196
Embassies	41

TELECOMMUNICATIONS

Maroc Telecom	185
Orange Spain	131
Swisscom	102
Belgacom	74
Tunisie Telecom	16
Ooredoo	30
Sonabel Burkina-Faso	25



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What we do

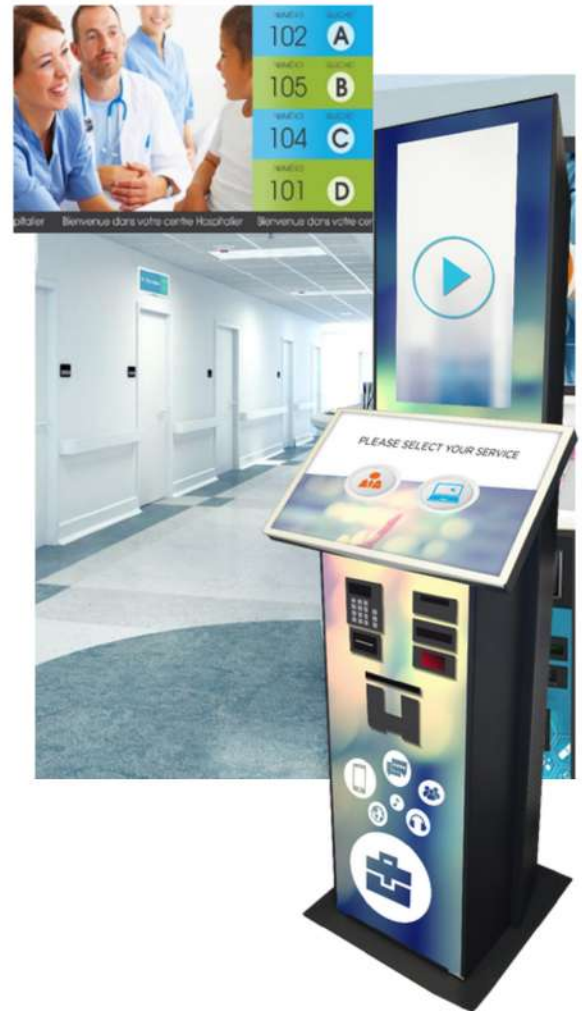
What we do : HEALTHCARE



Admissions, Consultations (Cardio, ENT, Ortho), Radiology, Scans, Laboratories, Pharmacies, Emergencies, Dental treatment

Features - Patient Journey

- Self-service reception on an interactive pre-admission kiosk
- Integration with the information system to retrieve patient files, appointments, triage
- HL7 compliant solutions for hospitals and clinics
- Patient identification using a QR code, smartphone or health card
- Single patient reception and follow-up ticket
- Screens and/or call displays to dynamically guide the patient.
- Dynamic & personalized communication on screens
- Management of reception steps, patient file management, consultation, invoicing, etc.
- Supervision in real time and statistical analysis tools



Benefits

- Multiple services with one customer account
- Increased profitability
- Enhanced staff productivity
- Ressources management
- Better service and journey conditions

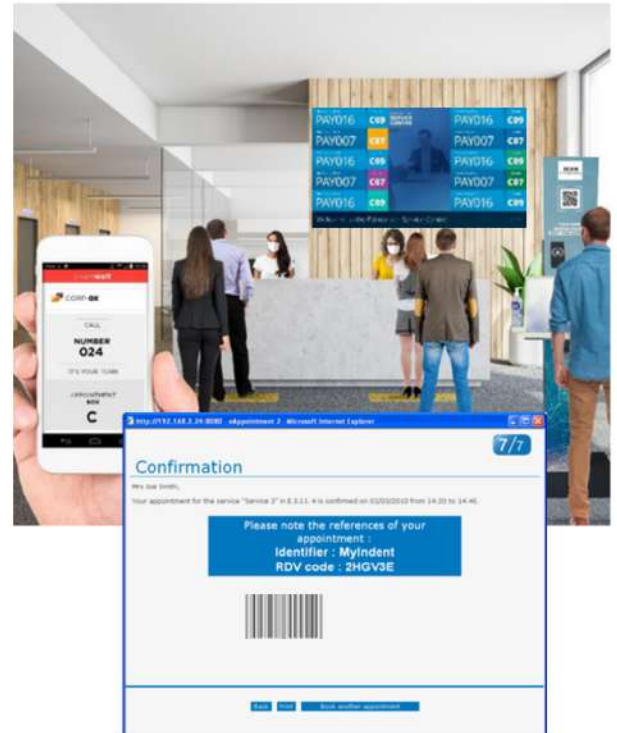
What we do : PUBLIC ENTITIES



City halls, administrative centers, Tax, Social Security, Employment agencies, Embassies, Energy suppliers, Public Transport

Features - Visitor Journey

- Appointment service integrated into the website and existing information system
- Confirmation and reminder of the appointment by email and/or text
- Appointments check-in on connected kiosks
- Data collection throughout the identification
- Guarantee of confidentiality during interviews and of visitor satisfaction by reducing the wait
- Inform and direct visitors
- Digital ticketing option to allow virtual and remote queuing
- Display of waiting time conditions in real-time
- Supervision and statistical analysis tools
- Multi-sites implementation



Benefits

- Improve reception
- Reduce waiting times
- Savings by managing appointments automatically
- Simplicity & efficiency (ressources management)
- Satisfied visitors: no waiting on site
- Detailed statistics
- Modernize public services

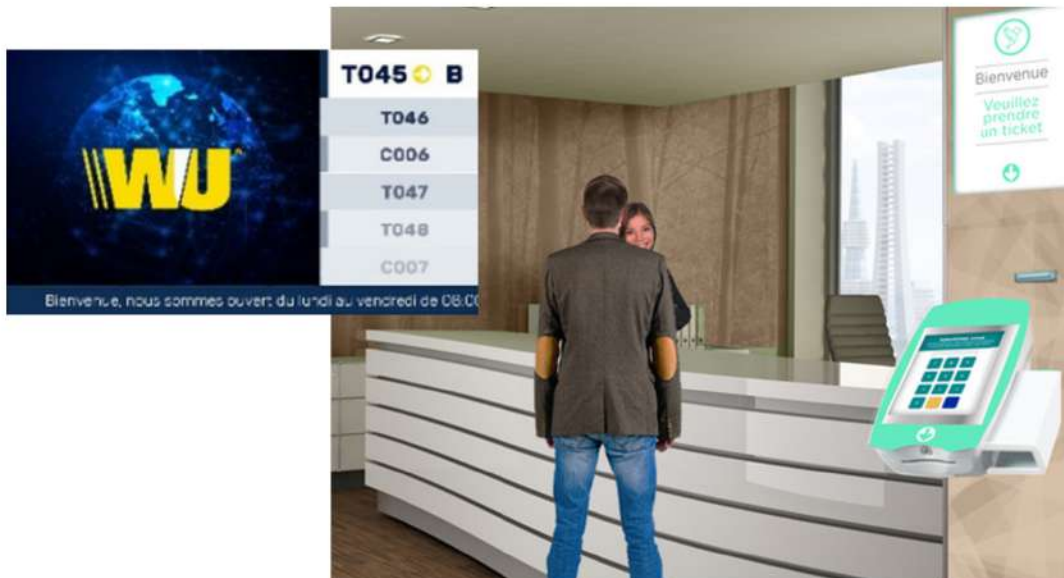
What we do : FINANCIAL ENTITIES



Banks, Insurance, Foreign Exchange offices

Features - Dynamic Reception

- SaaS or Self-hosted Solution
- Appointment management and check-in upon arrival
- Walk-in customers choose their service
- Advisors are informed automatically
- Multi-site supervision in real time
- Digital signage informs customers of waiting conditions
- VIP Recognition & Customized Service



Benefits

- Modern reception
- Staff optimization
- Integrated in reception area
- Wheelchair accessibility
- Very intuitive

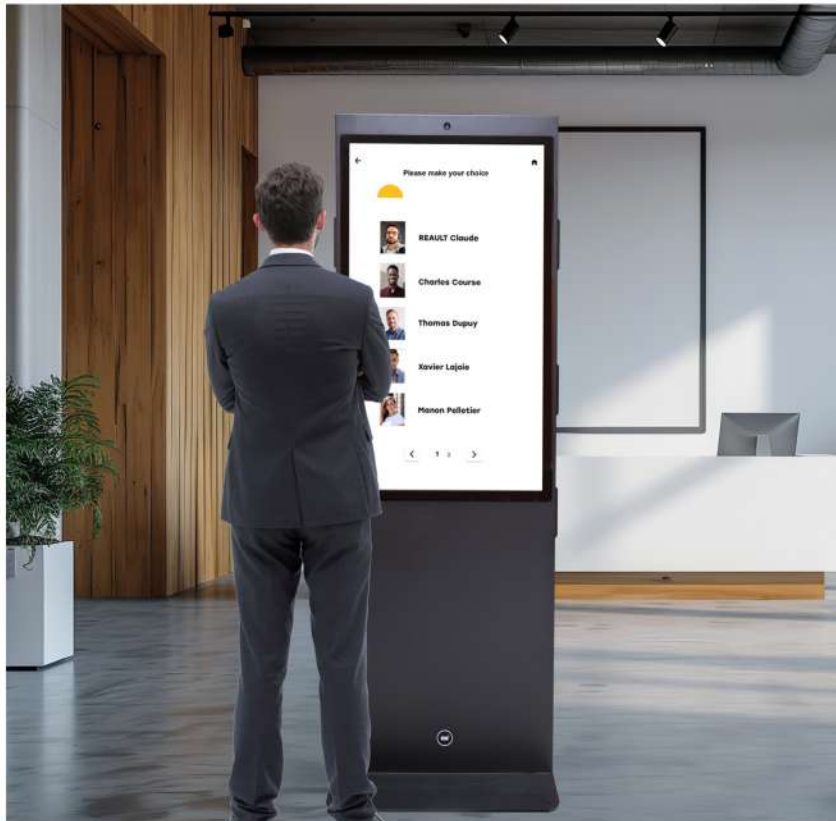
What we do : PHYGITAL RECEPTION



Corporations, big offices, hotel conciergerie, realty agencies

Features

- Multi-location and multi-reception solution
- Number of customers and pause mode
- One reception agent can receive visitors from several sites
- 65" Touchscreen, HD video & Stereo sound



Benefits

- Modern reception
- Staff optimization
- Integrated in reception area
- Very intuitive

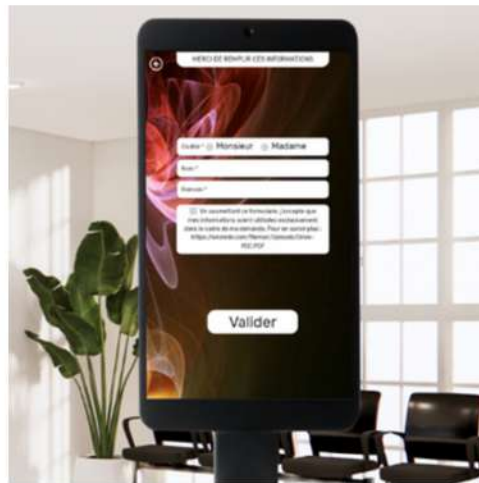
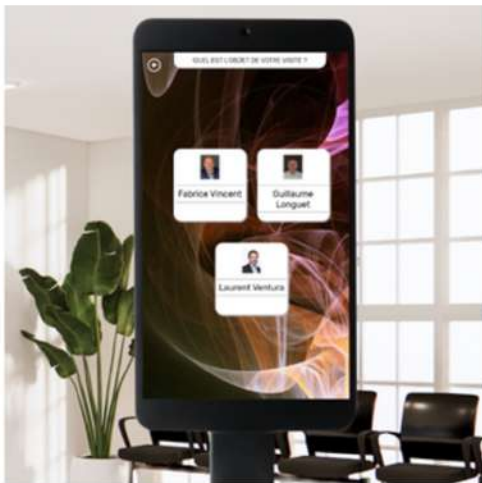
What we do : SMART RECEPTION

Corporations, big offices, hotel conciergerie, realty agencies



Features

- 22-inch free-standing SmartKiosk in self-service.
- Drop-down list of collaborators with Photo, Last name, First name
- The visitor selects the employee with whom he has an appointment
- Form with mandatory fields such as LAST NAME, FIRST NAME, etc.
- Notification in real time of the collaborator
- Message is displayed "The employee has been notified of your arrival, he will come to welcome you in a few moments"
- ISO 27001 standard compliant on the recording of the entries and exits of your visitors



Benefits

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- Very intuitive

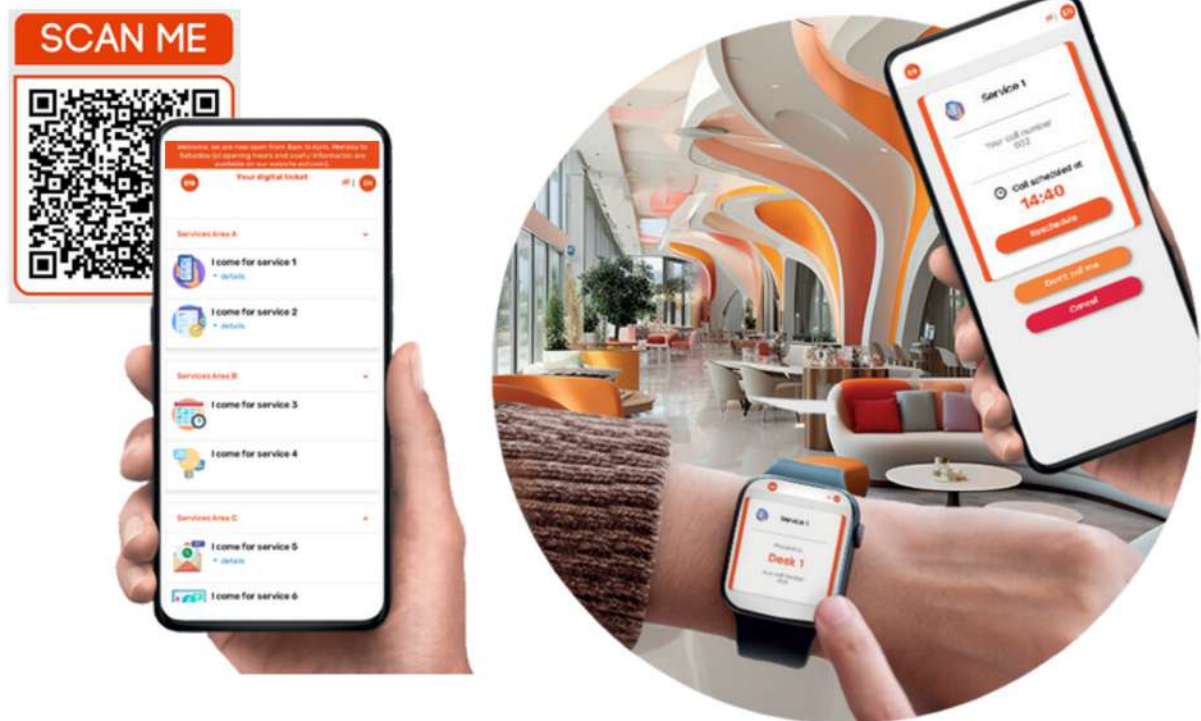
What we do : VIRTUAL QUEUING



All businesses and public services

Features

- User scans a QR code or access the module through the entity's website
- User chooses a service
- User receives a digital ticket displaying the waiting conditions
- Agent calls the user when it's their turn
- User receives an alert on thier phone which vibrates, letting him know which service / counter / reception desk to go to.



Benefits

- Reduces Perceived Wait Times & Give customers flexibility
- Smart paperless queuing
- Drives Impulse Sales
- Installs Quickly and Easily
- Improves Customer Experience, Stress-free queuing experience

What we do : RETAIL

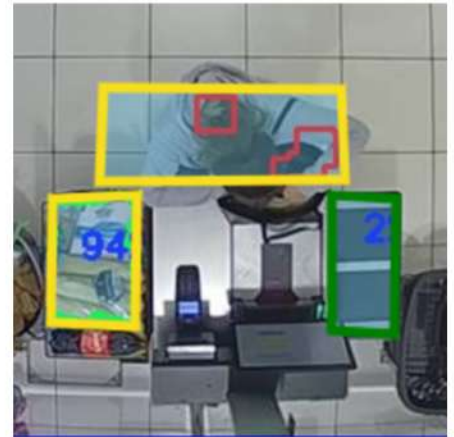
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*Hypermarkets / Supermarkets, Specialized stores,
Telecommunications, DIY stores, Pharmacies, Duty Free*

Single Line Queuing

Features

- A single queue / multiple checkouts
- Manual (wired/wireless) or automatic call (sensors)
- Screen and sound call
- Estimated waiting time



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Virtual Queuing - WEASY

Features

- “Luxury” customized card with LCD backlit display
- Display number of customers and counter that calls
- Pause mode
- Buzzer & sound alert
- 8h autonomy
- Antibacterial treatment
- Statistics available
- UNIQUE & FAST ROI
- Patented and unique solution



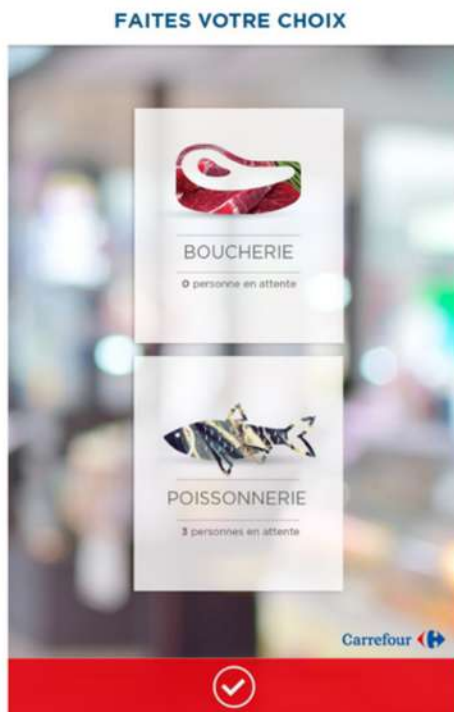
Benefits

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Food stands

Features

- Stands equipped with smart multi-counters customer journey : customers wait only once
- Staff equipped with RFID contactless call watches
- Digital paperless ticketing option
- Anti-viral treatment for kiosks
- Reassured and free customers



Benefits

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- Smart paperless queuing
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Merchandise Pick-up

Features

- Management of the purchase pick-up hub
- Customer informed about his order process
- Real-time monitoring of the activity
- Simulation of processing time to ensure compliance with commitments
- Reassured and free customers



Benefits

- Reduces Perceived Wait Times & Give customers flexibility
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How we do it (software & hardware)

Customer Flow Process Management Softwares



SaaS Solution Features

- Secured platform
- GDPR compliance
- Multisite capabilities

Reception and Identification

- Mobile reception with and without appointment
- Cross-channel identification
- Reception with multiservice kiosk

Operational Efficiency

- Dematerialization of the waiting line
- Statistics module for activity analysis
- Scalable software with continuous updating



Centralized Solution

- Multiple sites management
- Appointment-based reception
- Fine tuning management

Hi-Tech Services

- SMS and web ticket capabilities
- Advanced statistics

Customer IT and Upgrades

- Seamless integration for IT departments
- Continuous system upgrades



- Identifying distinct customer groups
- Efficiently managing reception spaces
- Efficient allocation and use of resources
- Enhancing information sharing and communication
- Tailored data analysis
- Reducing dependence on PCs



- Single line queuing
- No conflicts
- Active & dynamic waiting
- Anxiety-free environment
- Privacy during interviews

Hardware - kiosks

Ticketless: Orientation & Identification



Twana Touch
17"-22"

Connected Kiosks



Keo
10.1"

Stella
22"

Multi-function Kiosks

Twana Ultimate
17"-22"



Twana XL
22"-27"



Hardware - Electronic Displays

LCD Displays – POE display, 8" screen



LCD Displays
Agent's name, call number



LCD Displays
Closed workstation indication



LCD display
Call by desk and ticket number

LED Displays



1-character workstation
LED display



Call number and station
6-character LED display



3-character workstation
LED display

Video Monitors

