

Press Release

Press Contact
Sandrine Benhassan
ESII
Tel: +33 (0)4 67 07 07 83
Email: sbenhassan@esii.com

ESII launches the ORION suite, a powerful SaaS solution for optimized customer journey.

ESII presents exclusively its new SaaS solution to enhance the customer experience and make your waiting lines virtual

LAVERUNE, France, 05 March 2020 – ESII, SAS, French leader in innovative customer journey solutions, is very proud to introduce ORION Suite, a powerful SaaS solution for digital and optimized customer journey.

ORION Suite, a modular, scalable, and powerful SaaS, is developed to provide clients with access to ESII's full range of industry-defining solutions including software maintenance, hosting, and support. Through this subscription offer, clients in retail, finance, healthcare and public sector will have a robust and secure cloud-based solution that connects their visitors to services in an omni channel environment.

Our solution can operate for an unlimited number of departments, workstations and locations. The functionalities help improve customer reception and teams' work, as well as managing flows, increasing profitability and analyzing business more accurately.

With Orion you simply make your queues virtual thanks to various modules which allow you to receive your visitors in the smoother and most flexible way possible: online appointments making, managing your events, virtual ticket and text message ticket, reception on multi-functional interactive kiosk, business intelligence, video communication and customer engagement...

Here are the key aspects of ORION Suite:

SaaS - Easy and predictable pricing

~more~

With ORION Suite subscription plan you get a predictable cost as you only select the features that best suit your needs.

Everything is included

Features, hosting, maintenance, updates and support – everything you need is ready to use.

Reduced COO

No initial investment in servers or software is required, and you don't have to pay for upgrades.

More time for your customers

With our Orion Suite, you can focus on what you do best: providing the best customer experience for your customers.

As a part of the offering, ESII takes care of privacy (GDPR), security, and performance. This enables organizations to spend less time on IT, and more time on business operations. And with updates and upgrades included in the offering, ORION SaaS is running on the latest version and security standards, providing continuous improvements to existing modules.

ESII is the specialist in customer reception management with a diversity of customers around the world which proves the richness of our offer (stores, banks, hospitals ...). Among our clients: DECATHLON, LEROY MERLIN, NESPRESSO, CARREFOUR, FNAC, VEOLIA, Pharmacies, Hospitals, TRAVELEX, EDF, QNB Bank, AIR France, City of Paris...

Learn more: <https://www.esii.com/en/orion-queuing-system>

About ESII:

Time is priceless. We imagine and develop queue management solutions to give your customers time to run stress-free relationships.

Our solutions and related services meet the increasingly sophisticated needs of customer reception management market. Our innovative solutions manage customers flows, appointments, mobile customer experience, purchase pick-up, digital signage and interactive kiosks to improve waiting conditions profitability.

ESII is widely recognized as a leader in the optimization of customers' reception management industry with over 18,000 installed sites.

Headquartered in Lavérune, near Montpellier, France, ESII operates internationally in 49 countries through its network of distributors and has offices in Paris (France), Vitré (Western France), Canada and Belgium.

For more information, visit www.esii.com or send an email to info@esii.com

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