

# *Press Release*

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## **Covid mass vaccination centers use ESII multifunction kiosks**

*In Canada, Belgium, Switzerland and recently in France, ESII supports healthcare officials with its queue management solution to organize patient flows from their arrival to their departure from the center.*

**LAVERUNE, France, April 06, 2021** – ESII, SAS, French leader in innovative customer journey solutions, is proud to announce that many mass vaccination centers around the world have already installed ESII patient management solutions to organize the vaccination journey.

The Province of Quebec in Canada has just installed the most important vaccination center against Covid19. The Palais des Congrès in Montréal can thus accommodate up to 2,000 patients per day, every day of the week. To accommodate this flow throughout the 12 hours of operation, 10 of our Twana Ultimate multi-function kiosks have been installed.

The patient books an appointment online on the local platform. Once there, he scans his health insurance card on the available Twana™ Ultimate and is identified by his unique health insurance number. He can then go on with the rest of the procedure to be directed to his vaccination desk.

In Belgium, it is in Sijsele (Damme) that a Covid-19 vaccination center receives patients with ESII solutions.

Faced with the urgency of the situation, our Orion SaaS solution was up and running very quickly. On arrival at the center, the patient selects on the Keo™ connected terminal, the counter where he must proceed to. 4 counters are available according to a color code. He collects his

numbered ticket which will allow him to be called to a vaccination desk thanks to a screen in the waiting room.

Our high-performance and efficient solutions, our wide range of dedicated kiosks, make it possible to easily manage and organize the reception and waiting of patients in the mega-vaccination centers:

- Patient care is optimal
- The post-vaccination surveillance time is calculated before the second call
- The number of vaccinated patients is counted for monitoring

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

**Learn more:** [www.esii.com](http://www.esii.com)

#### **About ESII:**

**Time is priceless. We imagine and develop** innovative customer journeys solutions to give back more time to your customers.

Our solutions and related services meet the increasingly sophisticated needs of customer reception management market. Our innovative solutions manage customers flows and waiting lines, 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 20,000 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), Toulouse (Southern France), Canada, Belgium and Spain.

For more information, visit [www.esii.com](http://www.esii.com) or send an email to [info@esii.com](mailto:info@esii.com)

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