

# *Press Release*

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## **ESII presents its solutions to make waiting digital at ISE 2022**

*ESII will unveil its new connected and digital solutions to optimize the journey and the customer experience*

**LAVERUNE, France, April 19, 2022** – ESII, SAS, French leader in innovative customer journey solutions, is proud to announce its participation in ISE Integrated Systems Europe, from May 10 to 13, 2022.

Time is priceless. **We imagine and develop innovative customer journey solutions to eliminate waiting lines and ensure a superior customer experience.** Optimizing the reception of customers and their journey is a key issue. Reducing wait times, offering a personalized welcome, offering cross-channel services, and improving customer experience are some of the challenges.

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, etc.): DECATHLON, LEROY MERLIN, NESPRESSO, CARREFOUR, FNAC, VEOLIA, Pharmacies, Hospitals of Paris, TRAVELEX, EDF, QNB Bank, AIR France, City of Paris, CAF, CPAM, ... They chose us to empower their visitors to 'get in line' from wherever they are thanks to our **powerful and collaborative SaaS platform.**

ORION makes it possible to virtualize waiting; visitors register very simply in a virtual queue using the QR code that was provided to them or that is available on the web or displayed in your facility.

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They view their estimated call time in real time. They are free to wait wherever they want, without having to queue.

They will receive an SMS and/or a notification when employees are ready to call them. With this system, queues are eliminated.

If an application is already used by customers, the Orion virtual ticket integrates very easily.

With Orion you make your queues digital thanks to numerous modules that allow you to receive your visitors seamlessly and in the most flexible way ever: online appointment booking, management of your events with payment included, virtual ticket and text messages ticket, reception on multifunction interactive kiosks, business intelligence, video communication and customer engagement...

With our Orion suite, you can focus on what you do best: providing the best experience to your customers and ESII takes care of privacy (GDPR), security and performance. And with the updates and upgrades included in the offer, ORION SaaS operates on the latest version and security standards, offering continuous improvements to existing modules.

**Find ESII from 10 to 13 May 2022, Fira Barcelona, Gran Via, on booth 6H965** for demos, chats with experts, and exclusive presentations!

### **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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**About ISE:**

Integrated Systems Europe is the world's leading AV and systems integration exhibition. ISE 2022 will showcase the world's leading technology innovators and solutions providers. Plus, 5 days of inspiring conferences, events and experiences.

Learn more: <https://www.iseurope.org/>