

# *Press Release*

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

## **Celebrating 40 Years of ESII!**

*Thank You to our Amazing Customers, Employees and Friends All Over the World.*

**LAVERUNE, France, July 4th, 2022** – ESII, SAS, French leader in innovative customer journey solutions, is proud to announce its 40<sup>th</sup> anniversary, 40 years of expertise and passion for your customer reception!

This year marks the 40th anniversary of ESII as a company. When we look back on how far we've come and all we've accomplished, a lot of words come to mind – challenging, fulfilling, unexpected, humbling. But one word specifically stands out – grateful, because none of this would have been possible without every one of you.

Our vision and values never changed and never will. Having arrived at this point without betraying our beliefs, work style, and principles is greatly satisfying for everybody that has been involved in this amazing adventure. We have a commitment with our clients and with ourselves.

For all of us at ESII, “Time is priceless”. **This is why 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, government, etc.): DECATHLON, LEROY MERLIN, NESPRESSO, CARREFOUR, FNAC, VEOLIA, Pharmacies, Hospitals of Paris, TRAVELEX, EDF, QNB Bank, AIR France, City of Paris, CAF,

*~more~*

CPAM, ... They chose us to empower their visitors to ‘get in line’ from wherever they are thanks to our **powerful and collaborative SaaS platform**.

After four decades, we’re only getting started. Everything we do at ESII, from feature updates to new products, is driven by you, our amazing customers. Throughout the years, we adapted ourselves to the constant changes in the world, and we have always listened to our client’s needs and expectations. And we’ll continue to listen and engage our customers as we pursue an innovative and digital customer journey experience for every ESII user, no matter where or how they connect. We will still improve as we always strive to be better.

Again, THANK YOU to all of you – our customers, partners, employees, investors, and all of the ESII believers for the past 40 years. We couldn’t have done any of it without you!

Today we celebrate the happiness, innovation, vision, connection, and togetherness and look forward to again celebrating all we’ll accomplish together!

Read more about our story here: <https://www.esii.com/en/blog/esii-celebrates-its-40th-anniversary/>





## 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)

*ESII, Orion™, ARIA™, Qualii™, KEO™, eZQ™, SmartWait™, Twana™, Weasy™ are registered trademarks of ESII.*