

News release

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

Accessibility & Inclusion: ESII Makes Customer Journey Accessible to All

An experience designed for everyone, without exception: as customer journeys become increasingly digital, ESII places inclusion at the heart of the design of its customer journeys solutions.

LAVERUNE, France, October 07, 2026 – As European Disability Employment Week approaches, accessibility is once again taking center stage in the inclusion debate. For ESII, a specialist in customer service and customer journey management solutions, accessibility goes far beyond regulatory compliance: **a truly effective customer experience must be accessible to everyone, regardless of individual abilities or challenges.**

Accessibility for people with reduced mobility, text-to-speech, Braille, automatic transcription, voice control, adapted interfaces... **ESII places inclusion at the heart of its solutions, enabling every user to enjoy a more autonomous, seamless and equitable customer journey.**

Solutions designed to meet diverse needs

Accessibility cannot be an afterthought. It must be considered from the outset when designing the customer journey, whether physical or digital.

The ESII ecosystem incorporates a range of technologies designed to meet the needs of people with disabilities, as well as those who may experience difficulties using digital tools:

- **Accessible self-service kiosks and interfaces**, including solutions designed to accommodate people with reduced mobility and different usage needs;

- **Text-to-speech and audio features**, making information more accessible to people with visual impairments or reading difficulties;
- **Braille and tactile interfaces**, providing accessible information for people who are blind or visually impaired;
- **Automatic transcription and solutions designed for people with hearing impairments**, making information and interactions easier to understand;
- **Voice control**, providing an alternative to touch-based interaction;
- **ORION, ESII's SaaS platform**, designed in accordance with WCAG requirements and achieving 100% compliance, helping make digital customer journeys more accessible.

With **Twavox**, ESII is also taking accessibility further by providing a solution that delivers audio accessibility directly to users' smartphones, helping people with hearing or visual impairments enjoy greater access to content in cinemas, theatres, stadiums, conference venues and other public spaces.

Digital technology as a driver of autonomy, not a new barrier

This issue is particularly important as services are becoming increasingly digital. For people with disabilities, but also for those who are less comfortable with digital technologies, a poorly designed kiosk or interface can quickly become an additional barrier.

The goal is therefore not simply to digitize customer service, but to make digital experiences genuinely accessible.

An accessible kiosk, information available in multiple formats or an adapted journey can enable users to complete their interactions with greater autonomy, without systematically relying on assistance from others.

This approach also helps address digital exclusion: by offering multiple ways to interact, **technology becomes an enabler rather than a source of exclusion.**

Accessibility at the heart of ESII's CSR commitment

For ESII, this approach is a natural extension of its CSR commitment. Accessibility represents a genuine societal commitment: **enabling as many people as possible to access the same services, with the same level of autonomy and consideration.**

Beyond regulatory compliance, ESII champions a vision of customer service in which technology takes a back seat to the human experience.

Because truly inclusive customer service should not require people to adapt to technology. Technology should adapt to people.

About ESII:

ESII imagines and develops the technology, solutions and associated services to meet the increasingly advanced demands of the public reception and queue management market. ESII's mission is to provide high-performance digital solutions for reception management, appointments, virtual queues, dynamic audiovisual communication and interactive kiosks to improve waiting conditions.

ESII is widely recognized as one of the industry leaders in reception management optimization with more than 20,000 sites installed.

Based in Lavérune, near Montpellier, France, ESII has a Paris Office in Créteil and a Western agency in Vitré. ESII has an international presence with subsidiaries in Belgium, Canada and Spain and a worldwide network of distributors.

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

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