



EXPERT

IN CUSTOMER
JOURNEY
MANAGEMENT

www.esii.com



RETAIL



HEALTHCARE



PUBLIC SECTOR



FINANCE

OUR MISSION

OPTIMIZE YOUR CUSTOMER FLOW MANAGEMENT

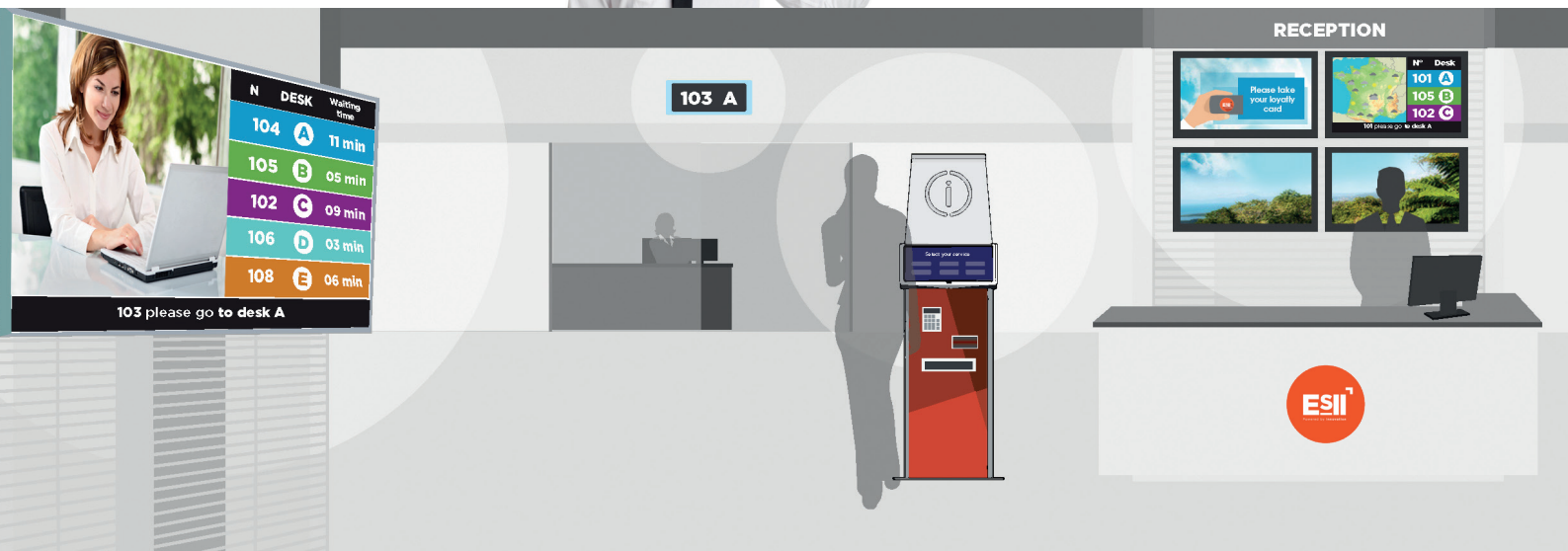
In addition to our products offering, ESII accompanies you throughout your reception optimization process with a fully operational turnkey solution:

- Advice tailored to your needs
- Dedicated sales engineer
- Project manager for large roll-out or integration projects
- Support and remote maintenance
- Graphic studio
- Installation and set-up
- Full training
- On-site support for your launch
- Preventive on-site maintenance



GOALS

- **MANAGE** customer flow
- **TRANSFORM** the customer experience with dedicated journeys (retail, healthcare, public sector, etc.).
- **OPTIMIZE** resources
- **INCREASE** sales
- **REDUCE WAITING TIMES**, both actual and perceived
- **RECEIVE** unexpected customers and customers with an appointment without conflict
- **MANAGE** priority customers
- **INCREASE** the impact of communication



DYNAMIC COMMUNICATION

- Enhanced impact
- Improved perception of waiting times

SCALABLE TOUCHSCREEN KIOSKS

- Modern design and customization
- Multi-service
- SMS ticket
- Barcode, smart card and RFID readers
- Interactive communication
- Very low power consumption

INNOVATION

As experts in customer flow management, we offer our customers and partners **long-term, well-designed solutions** which combine elegance simplicity and efficiency, regardless of their industry.

Because we maintain a constant dialogue with our customers, **our R&D department** is able to offer innovative products to make "tomorrow better than today". Moreover, we are the only provider on the market to offer centralized location management (>1000 locations) on a single server.



"What I really appreciated in our relationship is the ability of ESII to adapt to our environment, their proactive teams proposing appropriate solutions, and their in-depth knowledge of customer flow issues. "

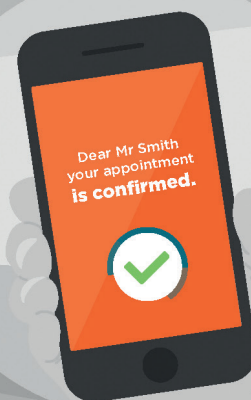
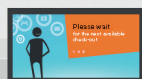
Frédéric BISCARRAT, FNAC Project Leader

"With three waiting rooms and a single reception area, and since we carry out 300 gynaecological and obstetrical consultations per day, we quickly realized that we would have to be assisted by a computerized system. On arrival, the patient identifies herself at the self-service kiosk. The system knows her appointments and directs her to the various physicians throughout her visit.

Thus doctors do not have to go and look for their patients: they are immediately notified when patients arrive with or without an appointment. "

Michel Biressi, Direction des Systèmes d'Information du Groupe hospitalier Cochin - Broca - Hôtel Dieu

SINGLE LINE - PURCHASE PICK-UP



IN-STORE RECEPTION

- Customer satisfaction
- Waiting times transformed into sales
- Limitation of churn and aborted visits
- Contact with the right salesperson
- Click & Collect: optimized goods collection
- Faster check-out processes
- Management of in-store customer flows

MOBILE RECEPTION

- Geolocation of nearby sites
- Display of waiting conditions in real time
- Time-saving with virtual ticket
- Digital appointment scheduling
- Customer service (SMS confirming appointments, sending reminders, customer satisfaction surveys, etc.)



A STORY OF CUSTOMER FLOW MANAGEMENT

www.esii.com

ESII was founded over 30 years ago by Joseph Zirah and grew developing electronic calling solutions. The arrival of Jean-Pierre Richard as partner in 1988 re-directed the company towards digital solutions which quickly spread throughout the waiting time and queueing management market.

Today ESII is the leader for customer flow management solutions in France, and a key player in the global market. A policy of constant innovation allows us to offer solutions that are adapted to new lifestyles (smart phones, internet, touch screens, etc.) and meet your needs according to your industry.

Our solutions combine customer service and optimization of your organization and are fully integrated at the core of information systems.

Joseph ZIRAH & Jean-Pierre RICHARD
President and Managing Director

Over 18,000 locations welcome their visitors with ESII solutions and transform waiting time into a new approach to customer satisfaction.



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