

News release

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ESII Canada celebrates its 10th anniversary!

ESII Canada Celebrates 10 Years of Innovation in Hospitality and Customer Journey Management

Lavérune, France, December 09, 2024 – ESII Canada, the North American subsidiary of the ESII Group, a leader in innovative customer journey solutions, is celebrating a decade of success marked by its commitment to offering adapted and efficient solutions to a diverse clientele across Canada and North America.

Since its creation in 2014, ESII Canada has established itself as a key player in customer journey management. With a responsive, customer-centric local team, the company meets the unique needs of each customer, regardless of their industry or the complexity of their reception environment.

Recognized expertise across Canada and beyond

Over the past 10 years, ESII Canada has supported prestigious organizations such as:

- Service Ontario: Efficient flow management in more than 200 government agencies, 50 of which with equipment.
- City of Edmonton and City of Montreal: adapted solutions to improve the citizen experience.
- Caisse Desjardins: optimization of journeys for high-flow environments.
- The CHUM and the various CIUSSS and CISSS of Montréal and surrounding areas: supplier for interactive kiosks and waiting management solutions in hospital services.
- Polytechnic University, University of Sherbrooke, HEC Montréal and McEwan University: customization of solutions for educational institutions and universities.

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- Avril and IGA stores, Nespresso boutiques: fluidity and customer satisfaction in the retail sector.

A forward-looking vision

By combining technological innovation, local expertise and personalized service, ESII Canada offers solutions such as interactive kiosks, virtual queue management, and advanced analytical tools. These technologies make it possible to:

- Reduce wait times.
- Deliver an optimized and inclusive customer experience.
- Adapt to the specificities of each sector.

A key player in the North American market

"In ten years, ESII Canada has not only made its mark in Canada, but has also earned the trust of customers throughout North America," says Frédéric Dupin, Head of the Canadian subsidiary. "Our commitment remains to offer innovative and sustainable solutions that transform customer reception into a strategic lever for our customers."

This observation is shared by all our customers: "This solution significantly improves the overall visitor experience by saving time and simplifying procedures, which results in a faster and better service. In addition, it offers many possibilities in terms of data and analysis that help in operational decision-making. " as Cabiria Bogdan, Senior Consultant, Service Ontario, reminds us.

As the company celebrates this anniversary, ESII Canada reaffirms its ambition to continue to innovate and expand its impact, while remaining true to its mission: to create seamless, efficient and user-friendly visitor environments.

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 or send an email to info@esii.com

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