

News release

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ESII at ISE Barcelona 2025: Reinventing the Reception Experience through Digitizing Queues

ESII presents its innovative solutions to optimize queue management, streamline reception and improve customer satisfaction thanks to interactive and connected technologies.

LAVERUNE, France, January 07, 2025 – ESII, a leading global company in the digitalization of customer journeys, announces its participation in the ISE Barcelona 2025 trade show, which will be held from February 04 to 07 at booth 4D400. Through this presence, ESII reaffirms its role as a leader in innovation and intelligent queue management.

Technological solutions for a seamless and connected experience

During this event, ESII will unveil three flagship solutions:

- **Stela**, a connected interactive terminal that optimizes the reception and orientation of visitors.
- **Online appointment booking with QR code identification**, guaranteeing a frictionless journey from the moment of arrival.
- **The satisfaction survey module**, designed to collect and analyze customer feedback in real time to continuously improve the user experience.

Available on-premise or in SaaS mode, these solutions adapt to the needs of companies of all sizes, whether they are one-off deployments or large-scale projects.

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Internationally recognized expertise

ESII supports clients around the world, particularly in the public administration, healthcare and retail sectors. With decades of experience, we can meet the challenges of small installations as well as large multi-site projects.

The benefits of digitizing queues

- **Reduction of waiting times** thanks to optimized flow management.
- **Improved customer experience** through increased personalization and seamless journeys.
- **Gain in operational efficiency** for companies, with better allocation of resources.
- **Inclusivity and accessibility** with interfaces designed for all audiences.

Visit us at booth 4D400 to discover our innovations!

We invite you to come and talk to our teams and discover how ESII is transforming customer reception and experience thanks to innovative solutions adapted to the challenges of tomorrow.

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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About the ISE Show:

ISE brings together the global AV and systems integration industry. At ISE 2025, there will be unparalleled opportunities to connect with peers, industry leaders, and potential partners. From dedicated events to informal meetups, ISE is the perfect place to make those invaluable connections that drive your business forward.