

## Reception for **public services**

Public sector organizations must deal with a large number of users every day.

Maintaining quality of service is a real challenge,  
balancing users' needs with government directives.

**Delivering an optimal quality of service ....**

# Solutions

for optimizing **your reception**  
and making the citizen journey easier

Dynamic resource management

Sophisticated planning tool

Reduction in perceived and

actual waiting time

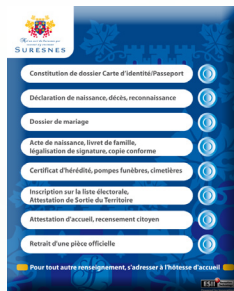
Multiple-service/department reception

Efficient communication

Modern and dynamic image

Centralized web solution

Global analysis of your activity



## Adapted organization

Our systems adapt to all your types of reception (self-service, pre-reception, mobile reception, reception by appointment etc) whatever the visitor traffic. They stem from the latest technological innovations and enable you to be both reactive and modern.

## Precise directing

Our reception management solutions direct your visitors as soon as they arrive, to the most competent member of staff for their request and the one most quickly available. All this while taking into account certain particularities (foreign languages, disabilities etc ).



## Communicative waiting

Your visitors are more relaxed and can wait for their call via a display or video screen. They are informed about the waiting conditions. Waiting becomes more positive. You can also broadcast information and your communication efficiently to visitors who are more receptive.

## Personalized interview

The way your visitors are received is a priority. That is why our software is extremely user-friendly, easily allowing call, purpose of visit, direction depending on request and back-up in the event of saturation in a few clicks...



**Testimonial** "The solution deployed as part of the introduction of biometric passports is giving us complete satisfaction. Appointments avoid unnecessary waiting for users. The system allows improved internal organization and the technical solution deployed by ESII is very flexible."

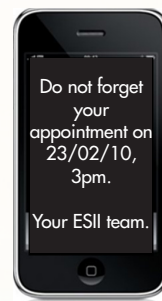
Daniel JULLIEN, Mayor of Vaugneray (Rhône)

**Testimonial** "We got used to the system very quickly. The general atmosphere in the reception areas has really improved. The system's architecture allows us to count the number of visitors by purpose of visit and learn from this information to enable us to reorganize our reception systems and adapt them to the demand. "

*Louis VIALTEL, Director of Foreigners and Reception Service, Bouches du Rhône Prefect's Office*

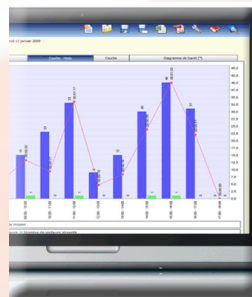
## Reception by appointment

The eSirius™ reception solution also allows your users to make appointments over the Internet. Appointments are confirmed and users reminded of them by SMS and email. Your teams can thus improve their efficiency and your reception flows are smoothed.



## Real time supervision

For the manager, the supervision tool provides a global view of reception conditions at a glance. Thanks to the alerts, the manager can react in real-time to manage the organization. The waiting time estimate tool by simulation means action can be taken before waiting peaks are reached.



## Decision-making statistics

Statistics give you an exact view of your reception and allow you to analyze the traffic flows, waiting times, interview times etc. Your organization will therefore be improved. Very simple to use, the statistical reports can be customized and you receive them automatically by email.



## Multiple-site reception management

The new web technologies integrated into our solutions allow centralized and uniform management with no reception restrictions for your associated centers and areas reception. Rights management guarantees secured access.

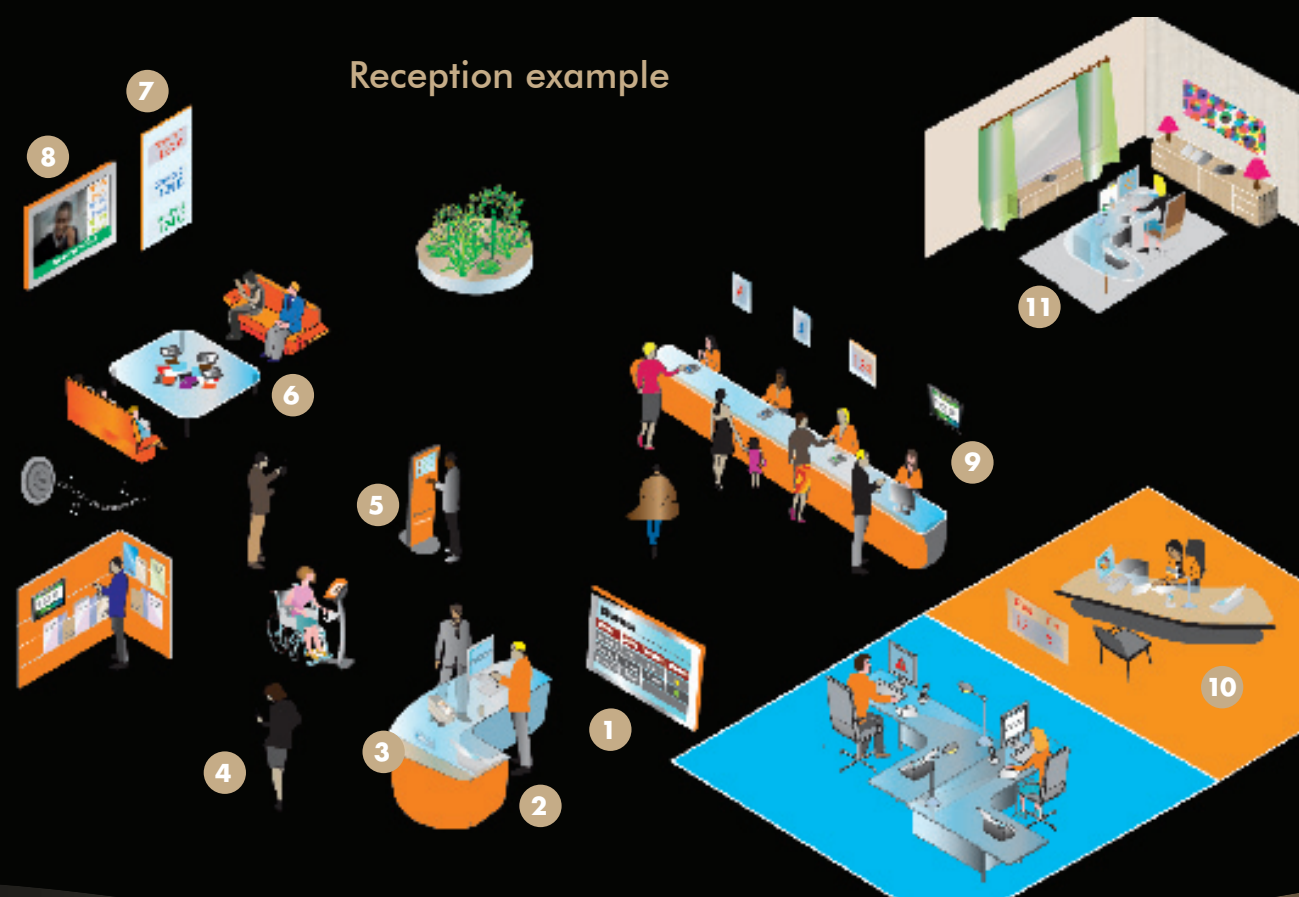
### They trust us:

City Halls: more than 270 sites including Argenteuil,  
Toulouse, Paris, Rouen, Lyon,  
Strasbourg, Bucarest, Joho Barhu...  
Prefects' offices (more than 150 sites)  
Paris Police Headquarters  
Public Finance Centers (more than 480)  
Job Centers (1000 sites)  
ANAPEC (Moroccan job centre),  
CAF, CPAM, CRAM (1100 sites)  
French Post Office (210 sites)

Over 10,000 equipped sites



## Reception example



- 1 Information about waiting conditions:** on video and/or the Internet for better directing your users and limiting unnecessary waiting.
- 2 Reception by a member of staff:** your clients are checked in by the system at pre-reception and needs and appointments are identified.
- 3 Anonymity removal:** the dynamic desk display indicates the staff member's name.
- 4 Reception using Smartphone mobile application:** your users choose the service directly and waiting time is shown.
- 5 Self-service reception:** the interactive kiosk or the dispensers enable differentiated reception (disabled people, bilingual advisors etc).
- 6 Relaxed waiting:** your visitors are informed and conflicts over whose turn is next are removed.
- 7 Call:** your customers are informed of the desk or office to go to.
- 8 Display of up-coming calls:** view of remaining waiting time and broadcasting of messages and information on video
- 9 Appropriate reception:** the staff view all the information (waiting time, purpose etc) allowing them to receive the visitor in a more personalized way.
- 10 Management:** you analyse your activity using the reception statistics and the alerts allow immediate intervention.
- 11 Appointments over the internet:** the process is simplified for your users and managing your organization is made easier.

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**ESII** Reception Technology  
Powered by Innovation

