



eGestat[™] is the ideal solution for managing your reception simply and without a computer server.

Ergonomic, easy to install, scaleable and powerful, eGestat[™] provides real comfort for your clients, improved efficiency for your teams and a gain in productivity for your organization.

Welcome with simplicity ...

eGestat[™],

allows you to manage your reception simply

Organize your reception Properly direct your clients Split up queues Fluidify waiting Communicate

Optimize

Web supervision Complete statistics Resource management



Welcoming & Identifying

Our self-service automatic queue allocation machines (Touchscreen dispensers or interactive kiosks) or in front line reception, allow your clients from their arrival on your site, to select the desired service.

Communicate the waiting conditions through the ticket by customizing its contents (logo, map, information...)

Informing & Communicating

With our display machines (matrix display panels, video), broadcast your communications while providing information about reception conditions. Visual or speech calls ensure the required comfort for your clients and fast identification of the reception station.

| Opening of the new swimming pool | 204 Desk | Α |
|--|--------------------|---|
| | 203 Desk 202 | 9 |
| Number 203 please go t | Desk | B |



Touchscreen dispensers

and interactive kiosks

Thermique Gamme DISEO™

Calling & Receiving

Improve your interview conditions thanks to our ergonomic reception terminals (electronic or web-based).

Determine your welcoming strategy depending on your site and your requirements, and eGestat[™] will automatically direct your clients to the most suitable reception station.









Measuring & Using data

The creation of computerized statistical reports enables you to organize your resources and monitor your quality indicators. Reports can be automatically generated (Pdf, Excel) over the period of your choice (day, week, etc).

Anticipating & Reacting

eGestat[™], fitted with a simulation process, informs you in real time of the risks of waiting peaks by taking into account your quality criteria.

The supervision module accessible through a Web browser becomes your daily assistant.

| | Waiting | Haximum | waiting time | Averag | e waiting time | Average interview time | Interviews |
|--------------------|----------|----------|--------------|----------|----------------------|------------------------|------------|
| Service | visitors | Current | Predicted | Ourrent | Predicted | | |
| Service 1 | 2 | 00:18:30 | 00:18:30 | 00:09:39 | 00:12:50 | 00:06:22 | 3 |
| Service 2 | 2 | 00:00:42 | 00:17:13 | 00:00:39 | 00:15:19 | 00:03:52 | |
| Service 3 | | | | | | 00:04:21 | 1 |
| Service 4 | | | | | | 00:07:56 | |
| Service 5 | | | | | | 00:05:27 | |
| Service 6 | | | | | | 00:05:00 | |
| Service 7 | | | | | | 00:05:00 | |
| Service 8 | | | | | | 00:07:15 | |
| Site | 4 | 00:18:30 | 00:18:30 | 00:05:09 | 00:14:04 | 00:05:39 | 4 |
| Workstation | | tatus | Since | Tirket | Service | Average interview time | Interview |
| 41 | | 10560 | 02-28-16 | | | | |
| 8 | | ANDRY | 00:00:22 | | | 00:00:04 | 3 |
| 6 | | LOSED | 02:20:16 | | | 00100.01 | |
| 0 | | 105FD | 62:28:16 | | | | |
| 6 | | LOSED | 02:28:16 | | | | |
| , F | | LOSED | 08:28:16 | | | | |
| miclA | | | | | Description | | |
| Alarm Service 1 | | | | | iting time threshold | | |

For more than **27 years ESII** has been assisting its clients and partners in their development in the field of innovation and success. This experience has made us the leading company in France and a major player internationally with over 10,000 installed sites.

eGestat™ is the ideal electronic web solution for medium-size sites

> To go further, SII proposes the eSirius™ solution.

| .stat Embedded | Workstation 1 |
|------------------------------------|--|
| Overall | Label A1 |
| Ticket series | |
| Services | Calling strategy |
| Workstations | Services 12343678 |
| Reasons Main displays | Priorities 11110000 Enable cal memortation |
| Han displays Tickets dispensers | |
| Open hours | Direction |
| | Main displays 123456 |
| Save and apply | Arrows 123000 |
| | Arrows 123010 |
| Reset reception | |
| | Linked device(s) |
| | Workstation display mode Call then last number M |
| | Tickets dispenser Tickets dispenser 1 👻 |
| | Actions |
| | * ** # 25 분 40 분 40 년 10 월 11 * |
| | |
| | [Velid] Cencel |

Deploying & Administering

A robust and reliable solution, eGestat $^{\rm TM}$ operates in stand-alone mode or directly over your local network.

Communication to the various peripherals may be wired or wireless. The eGestatTM solution can be integrated into a computer bay. Administration is accessible through a Web browser.

eGestat[™] 4.5 features

Reception

- Management of opening and closing times
- Multiple-service reception, multiple queues
- Queue allocation through multi-lingual interactive dispenser
- 24/7 operation
- Directing to services and staff
- Barrier rope, simple or virtual queue reception
- Graphic, customizable variable-size tickets
- Queue allocation and/or information ticket

Reception strategy

- Configurable waiting and interview time thresholds
- Reception station calling strategies
- Waiting time simulation system
- Alarm display in back-office
- Back-up priority on unattended service

Call

- Call on electronic display, video, speech synthesis
- Identification of the caller by number, letter, photo of staff member, symbol, map, etc ...
- Dynamic audiovisual communication by video

Interviews

- Client call according to your strategy
- Selecting a visitor in a queue
- Entering purposes for the visit
- Accounting of abandoned visits
- Viewing of the queue status

Real time supervision

- Queue supervision
- Viewing of waiting conditions by service
- Supervision of stations
- Set of colors according to the situation
- Alert BEFORE waiting peaks appear
- Alarms with several criteria levels

Statistics

- Activity report integrated with colors code and key figures
- Multiple site comparative and cumulative analysis
- Bi-dimensional analysis
- Multiple view documents and customizable multiple functions
- Printing
- Bar charts, Pie charts, Tables, Graphs
- Export to CSV, XLS, PDF, GANTT
- Automatic sending of reports by email
- Filtering of the abnormally short interviews
- Counting of the visitors by services in pre-reception

Architecture

- Electronic solution without PC
- Embedded web applications
- Wireless or wired communication with peripherals
- Configuration access security management

Functionnalities

- Number of services : 8
- Maximum number of buttons or dispenser : 8
- Number of reception stations : 24
- Number of ticket dispenser : 4
- Supervision modules : 4
- Visit purposes : 20
- Number of staff managed : 999

Languages

- French
- English
- DutchSpanish
- Portuguese

www.esii.com - info@esii.com

Headquarters

Visitor / supplier reception : ESII - ZI SUD - 2 rue de la Prade 34880 LAVERUNE - FRANCE Tél : +33 (0)4 67 07 04 70 Fax : +33 (0)4 67 07 04 77

GPS : Lat : 43.34.56 N / Long : 3.48.39 E

Mail

ESII - CS 4 - 34433 ST JEAN DE VEDAS Cedex FRANCE

Paris Region Offices

ESII - 77/79 boulevard J.B Oudry Immeuble le Marais 94000 CRETEIL - FRANCE Tél : +33 (0)1 58 43 36 70 Fax : +33 (0)1 43 39 46 80

GPS : Lat : 48.46.24 N / Long : 2.27.40 E

Western Region Offices

ESII - 7 rue Pierre et Marie Curie 35500 VITRE - FRANCE Tél : +33 (0)2 23 55 25 22 Fax : +33 (0)2 23 55 55 97

GPS : Lat : 48.6.54 N / Long : 1.11.27 O



PRINT

With its partners, ESII adheres to a sustainable development policy guaranteeing the implementation of practices which are not harmful to the environment as well as respecting health and safety standards. The actions to achieve this mission can be consulted on our website http://www.esii.com

\$}