



**A LEADING CONTACT CENTRE
FOR ABSENCE MANAGEMENT**



■ OUR EXPERIENCE

Lemon is a UK-based, 24/7 contact centre with over 20 years of experience delivering professional support services. We work with leading absence management companies across the UK and also support employers directly by managing first-day absence reporting processes. In every engagement, we provide a reliable first point of contact while capturing accurate, structured absence data securely and efficiently.

Founded in 2003, Lemon Contact Centre was built on a commitment to world-class customer service. Over two decades, we have developed extensive experience handling complex, sensitive, and time-critical interactions, often involving personal, medical, and employment-related information. This makes us a trusted partner within demanding absence management and HR environments where confidentiality, consistency, and compliance are essential.

When working with absence management providers, Lemon integrates seamlessly with your in-house teams as an extension of your service. Our operators follow your clinical, HR, and operational frameworks precisely, ensuring continuity of experience and strict controls around sensitive data handling. For employers managing absence internally, we deliver a consistent and professional first day absence reporting service aligned to agreed policies and processes.

Employee absence calls and multi-channel contacts are answered promptly and professionally, reducing the risk of missed notifications. Absence information is captured accurately at first contact and reported quickly through agreed systems or workflows, ensuring line managers and relevant teams have timely visibility to support appropriate action. This structured approach provides clear insight into absence reasons, patterns, and repeat cases, helping inform proactive absence management and reduction strategies.

Working with Lemon is straightforward, with stress-free onboarding and a dedicated account manager supporting you from day one. Our operators can even log interactions directly into your existing absence management or HR systems, supported by transparent reporting, quality assurance processes, and recorded calls for full accountability.

Where appropriate, Lemon also supports structured clinical escalation through a Nurse Call-Back service, enabling qualified healthcare professionals to review cases requiring clinical input. This ensures sensitive health information is managed appropriately and supports timely, informed decisions that benefit both operational teams and employee wellbeing.

“ At Lemon, I’m proud that we support absence management companies while also working directly with employers to deliver first-day absence management. Our focus has always been on ensuring absence information is handled sensitively, reported quickly, and supported by clinical nurse call-back where needed. ”

Martin Anderson
Co-Founder & CEO





WHAT WE DO

Call Answering

Lemon delivers professional, responsive **24/7 call answering services** that support both absence management companies and employers managing first-day absence. Our highly trained agents combine modern technology with a calm, human approach, ensuring absence notifications, enquiries, and operational queries are handled accurately and sensitively at any time of day or night.



Email Management

We manage absence-related email communications with the same care and consistency as our voice services. Our teams handle incoming emails from employees, HR teams, and line managers promptly and securely, ensuring information is reviewed, recorded, and responded to in line with agreed protocols. This helps maintain continuity, reduce delays, and ensure absence information is shared quickly with the right stakeholders.



Messaging Apps & SMS

Messaging apps provide a convenient and efficient way for employees and operational teams to communicate. Lemon supports absence management providers and employers through secure use of messaging channels such as WhatsApp, SMS, and other approved platforms. These channels enable real-time absence notifications, updates, and confirmations, while maintaining confidentiality, data protection, and clear audit trails.

Web Messaging

Web messaging enables employees and absence management teams to communicate directly through your website without the need for a phone call. Lemon helps integrate web messaging into your absence management processes, supporting real-time conversations for absence notifications, status updates, and return-to-work discussions. This provides a flexible communication option that aligns with modern expectations while maintaining control and consistency.



Business Process Outsourcing

Our business process outsourcing services support absence management companies with defined administrative and back-office tasks. We can work directly within your systems to manage activities such as case updates, data entry, and reporting. This reduces pressure on internal teams and improves operational efficiency. All work is delivered in line with your processes and governance. Sensitive information is handled securely and consistently at all times.



MOBILISATION MADE EASY

At Lemon, we take pride in delivering a seamless transition for both you and your clients. From day one, a dedicated account manager will be assigned to your project, working closely with you to coordinate all required resources and ensure adherence to the agreed mobilisation timeline.

Guided by the six key segments of our on-boarding plan, they will focus on providing a first-class implementation experience and maintaining excellence throughout our partnership.



HOW LEMON CAN SUPPORT ABSENCE MANAGEMENT PROVIDERS

24/7 First-Day Absence Reporting

Reliable, round-the-clock absence reporting that ensures no employee absence notification is missed, regardless of time, day, or volume, supporting consistent service delivery and protected SLAs.

Direct Integration with Absence Management Systems

Our operators work directly within your absence management platforms, following your processes precisely to ensure accurate, real-time data capture without duplication or delay.

Trusted Handling of Sensitive Employee Information

Proven experience managing confidential personal and health-related information, supported by robust quality assurance, ISO-aligned standards, recorded interactions, and transparent reporting.

Omnichannel Reporting That Improves Capture & Speed

Voice, email, SMS, and web messaging options aligned to modern employee behaviour, reducing missed absence notifications while maintaining control, auditability, and data protection.

Seamless Clinical Escalation via Nurse Call-Back

Where clinical input is required, Lemon supports structured escalation through a nurse call-back service, enabling qualified healthcare professionals to review appropriate cases while providers retain full control of the service model.



TECHNOLOGY

At Lemon, technology underpins how we deliver absence management services for both absence management providers and employers managing first-day absence. We combine experienced people with proven platforms to provide secure, reliable, and scalable solutions that meet the operational and data-sensitive demands of absence management environments.

Our technology infrastructure is hosted on Amazon Web Services (AWS), providing a secure and resilient cloud-based environment that supports high availability and scalability. This enables absence reporting and employee communications to operate reliably around the clock, with appropriate controls in place to protect sensitive information.

Our contact centre operations are powered by Genesys Cloud, enabling consistent delivery of voice and digital communications, intelligent routing, and secure call recording across all channels. To support real-time visibility and performance oversight, we use Grafana, delivering clear, accessible dashboards aligned specifically to absence management operations.

We work closely with absence management providers and directly with employers to integrate with existing absence management and HR systems, or to operate alongside them using our own secure infrastructure. Our technology is designed to complement your platforms and workflows, not disrupt them.

Alongside core systems, we use bespoke tools developed specifically for absence reporting, including proprietary databases, diagnostic tools, and a comprehensive knowledgebase. These support accurate data capture, consistent process adherence, and the effective handling of confidential employee information.

Our agents are also highly experienced in working directly within third-party absence management and HR systems, supporting first-day absence reporting, case escalation, and confidential employee communications with accuracy, professionalism, and control.





ISO CERTIFICATIONS

We are committed to upholding and exceeding international standards in the form of ISO certifications, as well as PCI DSS compliance for secure card payment processing and GDPR compliance for data protection. Furthermore, our ISO certifications are awarded by UKAS-accredited auditors, providing you with complete confidence in the quality and security of our services.

When you outsource, you entrust a third party with access to your data. At Lemon, we have the expertise and robust technical controls necessary to ensure its safety and security.



Certificate Number 19365

ISO 9001 – Quality Management

ISO 9001 outlines a comprehensive quality management framework that underscores our commitment to service excellence. It ensures we consistently meet customer expectations while fostering continuous improvement in our performance.



Certificate Number 19365

ISO 27001 – Information Management Security

ISO 27001 is the globally recognised gold standard for securing information. Achieving this certification demonstrates our unwavering commitment to safeguarding your information assets, giving you peace of mind that your data is protected.

“ Lemon are professional, diligent and a pleasure to work with as they positively engage with the service, business and team to ensure the uppermost level of service delivery.

”

Absence Management Company



■ SERVICE PACKAGES

	BRONZE	SILVER	GOLD	PLATINUM
Dedicated agents				✓
Shared agents	1000 mins	>1000 to 5000 mins	>5000 mins	Overflow optional
24/7 support	✓	✓	✓	✓
Call handling	✓	✓	✓	✓
Email management		✓	✓	✓
SMS		✓	✓	✓
Web messaging				✓
Messaging apps (e.g. WhatsApp)				✓
Third party systems and portals		Up to 5	Up to 5	Unlimited
Service level reviews	Biannually	Quarterly	Monthly	Weekly
Standard SLA	✓	✓	✓	✓
Bespoke SLA			✓	✓
Live dashboard			✓	✓
On-call matrix	✓	✓	✓	✓
Triage tool			✓	✓
Knowledgebase			✓	✓
Call recording	✓	✓	✓	✓

Contact us:

- 🌐 lemoncontactcentre.co.uk
- 📞 0800 612 7595
- ✉️ zest@no-sour-business.co.uk





Lemon

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