



Lemon

**A LEADING CONTACT CENTRE
FOR EV CHARGE POINT OPERATORS**



OUR EXPERIENCE

Lemon is a UK-based, 24/7 contact centre with over 20 years of experience in providing comprehensive support services. We work with EV leading charge point operators across the UK, specialising in both daytime and out-of-hours solutions to help them deliver exceptional customer service and technical assistance to EV drivers.

Founded in 2003, Lemon Contact Centre was established with a passion to provide world-class customer service solutions. With extensive experience in handling complex interactions, we have the expertise to support even the most demanding EV charging environments.

On partnering with Lemon, our team integrates seamlessly with your in-house operations as a natural extension of your driver support services. Our specialist 24/7 support ensures that EV drivers receive continuous assistance, safeguarding a good work-life balance for your technical and customer service staff while maintaining round-the-clock coverage.

Working with Lemon is straightforward, with stress-free on-boarding and a dedicated account manager providing ongoing support from day one. Our highly trained operators follow your company protocols and can log interactions directly onto your existing systems, backed by clear and transparent reporting, robust quality assurance, and recorded calls.

Furthermore, bespoke support tools, such as Lemon's advanced diagnostic tool and comprehensive knowledgebase, empower our operators to quickly and efficiently triage calls. This facilitates higher levels of first-call resolution and prevents unnecessary disruptions to EV charging services.

In addition, the multi-skilled Lemon team can perform business process outsourcing (BPO) activities, conducting various administrative tasks and back-office functions. This includes supporting the management of EV charging operations, ensuring that all systems run smoothly and efficiently.

“ Here at Lemon, we pride ourselves on our ability to support charge point operators with 24/7 customer services designed to enhance operational efficiency and deliver seamless assistance to EV drivers. ”

Martin Anderson
Co-Founder & CEO





WHAT WE DO

Call Answering

We combine cutting-edge technology with the passion and professionalism of our agents to deliver a responsive and empathetic service. Our approach enables real human connections powered by real conversations, with a focus on readily available, timely support for EV drivers facing charging or technical issues.



Email Management

At Lemon, we help you harness the power of email to enhance communication efficiency and improve the overall driver experience. Our team handles incoming emails promptly and professionally, ensuring that communications from EV drivers, charge point operators, and partners are responded to with the same care and attention as our phone services.

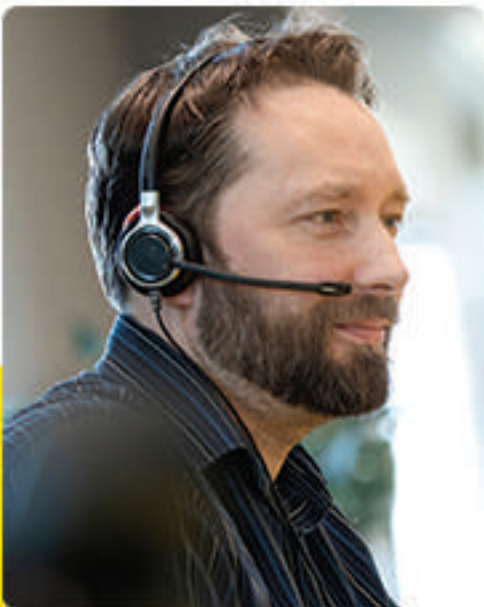


Messaging Apps & SMS

Messaging apps provide an efficient and secure platform for communicating with EV drivers. By utilising popular messaging services such as WhatsApp and Facebook Messenger, Lemon supports EV companies with real-time, convenient communication channels that meet today's customer expectations while maintaining confidentiality and security.

Web Messaging

We help integrate web messaging into your customer service solutions, enabling EV drivers and partners to reach out directly through your website. This facilitates real-time conversations without the need for phone calls, providing a convenient communication option that drivers value when seeking quick assistance or information.



Business Process Outsourcing

Our business process outsourcing (BPO) services provide EV charging operators with a comprehensive, efficient solution to manage their customer communications and operational challenges. We take on administrative tasks and back-office functions, freeing up your in-house teams to focus on network expansion and technical operations while ensuring smooth service delivery.



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 CHARGE POINT OPERATORS

24/7 UK-Based Live Call Answering

Lemon provides a specialist, round-the-clock staffed helpline available 24/7/365, ensuring EV drivers receive immediate, real-time assistance whenever they need it.

First-Line Technical Support & Fault Resolution

Lemon's trained agents can troubleshoot common charging issues remotely, resolving many problems on the first call and escalating faults to technicians only when necessary, reducing costly on-site visits and improving charger uptime.

Regulatory Compliance & Detailed Reporting

Lemon's in-house system delivers comprehensive management information to help charge point operators comply with Public Charging Point Regulations 2023, including call volumes, reasons, resolution times, and unresolved issue explanations.

Planned Preventative Maintenance Management

Beyond reactive support, Lemon can coordinate and manage planned preventative maintenance with subcontractors, helping maintain charger reliability and reducing downtime.

Omnichannel Communication Services

In addition to telephone, Lemon supports omnichannel services including email management, web messaging, SMS, and popular messaging apps like WhatsApp and Facebook Messenger, enabling seamless and convenient driver support across platforms.

Trusted, Certified Service with Cost Efficiency

Holding ISO 9001, ISO 27001, and PCI DSS certifications, we ensure high-quality, secure service delivery. Our shared agent bureau model maximises efficiency and cost-effectiveness, allowing EVC companies to scale support without compromising quality.



At Lemon, we are dedicated to delivering exceptional customer service solutions by combining top talent with cutting-edge technology. As part of this commitment, we have made substantial investments in our technology infrastructure.

This investment includes migrating our infrastructure and systems to the cloud, deploying the world-class Genesys Cloud contact centre platform, and implementing Grafana, an accessible analytics and interactive dashboard application. These technologies empower us to provide unparalleled service and insights for our clients.

We collaborate directly with charge point operators to identify the optimal technology needed to deliver exceptional service. Whether integrating with their existing systems or leveraging our Genesys Cloud platform, our solutions are complemented by bespoke tools, including our proprietary database, diagnostics tool, and knowledgebase applications.

Our technology is built for seamless integration, and our agents are adept at working across a variety of third-party systems, ensuring efficiency and adaptability in every interaction.





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.

“ Partnering with Lemon has transformed our customer service operations and they are an invaluable extension of our team. Their team expertly fault triage our customers, ensuring they get immediate and knowledgeable support whenever they need it. ”

Leading Charge Point Operator



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	✓	✓	✓	✓

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