



**A LEADING CONTACT CENTRE  
FOR THE FM INDUSTRY**



## ■ **OUR EXPERIENCE**

Lemon is a UK based, 24/7 contact centre with over 20 years of experience in the facilities management industry. We work with leading facilities professionals across the UK, specialising in both daytime and out-of-hours solutions to help them deliver fantastic customer service to their client portfolios.

Founded in 2003, Lemon Contact Centre was established out of a passion to provide world class customer service solutions, with an engineering focused edge. With more than 50 million calls answered, and that number rising daily, we have the experience to handle even the most complex of interactions.

On partnering with Lemon, our team work alongside your in-house operation as a natural extension of your helpdesk and, critically, our specialist out-of-hours support enables you to safeguard a good work-life balance for your colleagues whilst ensuring that your customers continue to receive the very best support around the clock.

Working with Lemon is easy, with stress-free on-boarding and a dedicated account manager providing on-going support from day one, our highly trained operators follow your business processes and can even log all interactions directly on to your CAFM systems, backed up by clear and transparent reporting, strong quality assurance and all calls being recorded.

Furthermore, bespoke support tools, such as Lemon's diagnostic tool and knowledgebase, enable our operators to quickly and efficiently triage calls, facilitating higher levels of first call resolution and preventing unnecessary and expensive engineer call-outs. Where escalation is identified as necessary, our on-call rota portal supports the quick and efficient despatching of jobs to your personnel.

In addition, the multi-skilled Lemon team can also perform business process outsourcing (BPO) activities, conducting various administrative tasks and back office functions, including the delivery of fully managed planned preventative maintenance (PPM) schedules.

**“ Lemon’s mission is to build close working relationships with our clients and leverage our talent and technology to deliver flexibility, resilience and scalability to their business. ”**

**Martin Anderson**  
Co-Founder & CEO

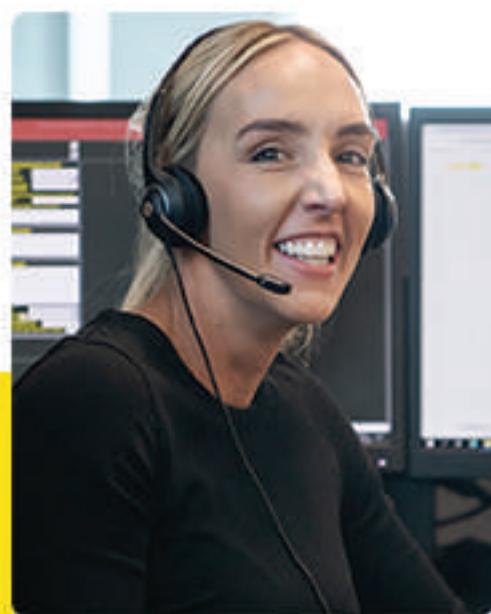




# WHAT WE DO

## Call Answering

We blend cutting edge technology with the passion and professionalism of our agents to deliver exceptional customer service. Our approach enables real human connections powered by real conversations, not scripts, with a key focus on accuracy of data collection ensuring the correct information is collated and passed to your personnel, supporting swift fault resolution.



## Email Management

At Lemon, we help you harness the power of email to streamline work order processes for your customers, with tailored email distribution and automation based on business rules, priority, and available resources, ensuring prompt and appropriate action of system work requests.



## Messaging Apps & SMS

With 41 million messages sent every minute, messaging stands at the forefront of digital interaction. Lemon's messaging management services integrate this critical channel into your service which can be utilised to pass call information to your on-call personnel quickly and succinctly.

## Web Messaging

Transform your website into a hub of real-time conversations with live chat web messages. With 90% of customers valuing immediate responses to their queries, Lemon's online live chat services are a fantastic solution to surpass your customer's needs.



## Business Process Outsourcing

Our Business Process Outsourcing services are designed to enhance your operations, streamline customer interactions, and drive significant improvements in overall performance. Our focus is not just on transferring tasks but on helping to transform your business for the better by freeing up your in-house teams to focus on business critical tasks.



# 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 FM COMPANIES

## **Continuous Support & Coverage**

Our dedicated 24/7 contact centre services provide you with peace of mind, ensuring that all customer queries and emergencies are handled promptly and efficiently, no matter the time of day.

## **Efficient Engineer Dispatch & Robust Escalation Processes**

Our streamlined engineer dispatch and robust escalation processes enable your team to focus on their core responsibilities, confident in the knowledge that your customers are being expertly cared for.

## **Utilisation & Integration with Client Portals & CAFM Software**

We specialise in seamlessly integrating with your portals and CAFM software, enabling enhanced productivity, improved communication, and streamlined workflows to ensure your operations run smoothly and efficiently.

## **Fully Managed PPM & Reactive Maintenance**

In addition to handling inbound calls and resolving faults, our team can proactively manage your planned preventative maintenance (PPM) schedules, ensuring contractor compliance with service level agreements and delivering valuable, actionable reporting.

## **Dedicated Account Manager & Easy On-Boarding**

From the very start, your account manager will assist with on-boarding, serving as your primary point of contact and provide clear communication and guidance throughout your journey with Lemon, ensuring excellence at every step.



# ■ TECHNOLOGY

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 FM companies 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.



## 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.



## 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.

**“ We have been a loyal customer of Lemon for 7 years. Lemon’s continuous support aligns perfectly with our business processes, allowing them to act as an extension of our business rather than just an out-of-hours provider, delivering excellent customer service. ”**

Facilities 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:

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**Lemon**

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