



Lemon

**A LEADING CONTACT CENTRE  
FOR THE FIRE SPRINKLER INDUSTRY**



## OUR EXPERIENCE

With over 20 years of experience, Lemon Contact Centre provides specialist, UK-based, 24/7 contact handling services for fire sprinkler companies operating in safety-critical and regulated environments. Our services support both daytime and out-of-hours operations, ensuring calls are handled correctly, information is captured accurately, and urgent issues are escalated without delay.

Established in 2003, Lemon has extensive experience managing complex, time-sensitive interactions where attention to detail and adherence to agreed procedures are essential. We understand that within fire sprinkler operations, missed calls, delayed escalation, or inaccurate information can have serious operational and compliance implications.

Our teams work as a seamless extension of your business, operating strictly in line with your processes, escalation paths, and service standards. Calls are handled consistently and professionally, ensuring that routine enquiries are managed efficiently while urgent issues are identified quickly and escalated correctly. This provides reassurance to clients, engineers, and site teams while maintaining round-the-clock cover without placing additional strain on your internal resources.

Mobilisation is carefully planned and managed to ensure there is no disruption to existing services. From day one, you are supported by a dedicated account manager, with clear governance, quality assurance, and reporting in place. Our operators can log calls directly into your systems where required, with all interactions recorded to support audit, review, and continuous improvement.

To support accurate call handling, our operators use bespoke tools including Lemon's diagnostics and structured knowledgebase. This enables effective triage, higher first-call resolution, and controlled escalation, helping to reduce unnecessary call-outs while ensuring genuine faults are acted on without delay.

**“ Fire sprinkler companies operate in safety-critical environments where every call matters. Our role is to provide reliable 24/7 support that ensures calls are handled correctly, urgent issues are escalated promptly, and engineers and site teams are supported without unnecessary disruption. ”**

**Martin Anderson**  
Co-Founder & CEO





## Call Answering

We provide reliable, UK-based 24/7 call answering for fire sprinkler companies, ensuring calls are handled correctly and in line with agreed procedures. Routine enquiries are managed efficiently, while urgent fire sprinkler issues are identified quickly and escalated to the appropriate engineer or on-call team without delay.



## Email Management

Our team manages incoming emails on your behalf, ensuring enquiries, notifications, and service requests are reviewed promptly and handled in accordance with your processes. All communications are recorded accurately, providing clear audit trails and supporting effective day-to-day operations.

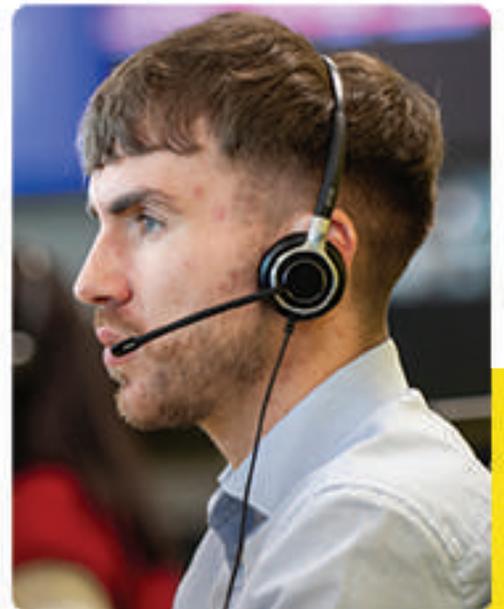


## Messaging Apps & SMS

Where required, we support communication via messaging apps such as WhatsApp and SMS, providing a convenient and responsive channel for clients, engineers, and site teams. Messages are handled securely and in line with agreed protocols, ensuring confidentiality and consistency across all interactions.

## Web Messaging

We can integrate web messaging into your existing customer service arrangements, allowing enquiries to be received directly via your website. This provides an additional, controlled communication channel for non-urgent queries, with all interactions captured and managed in line with your procedures.



## Business Process Outsourcing

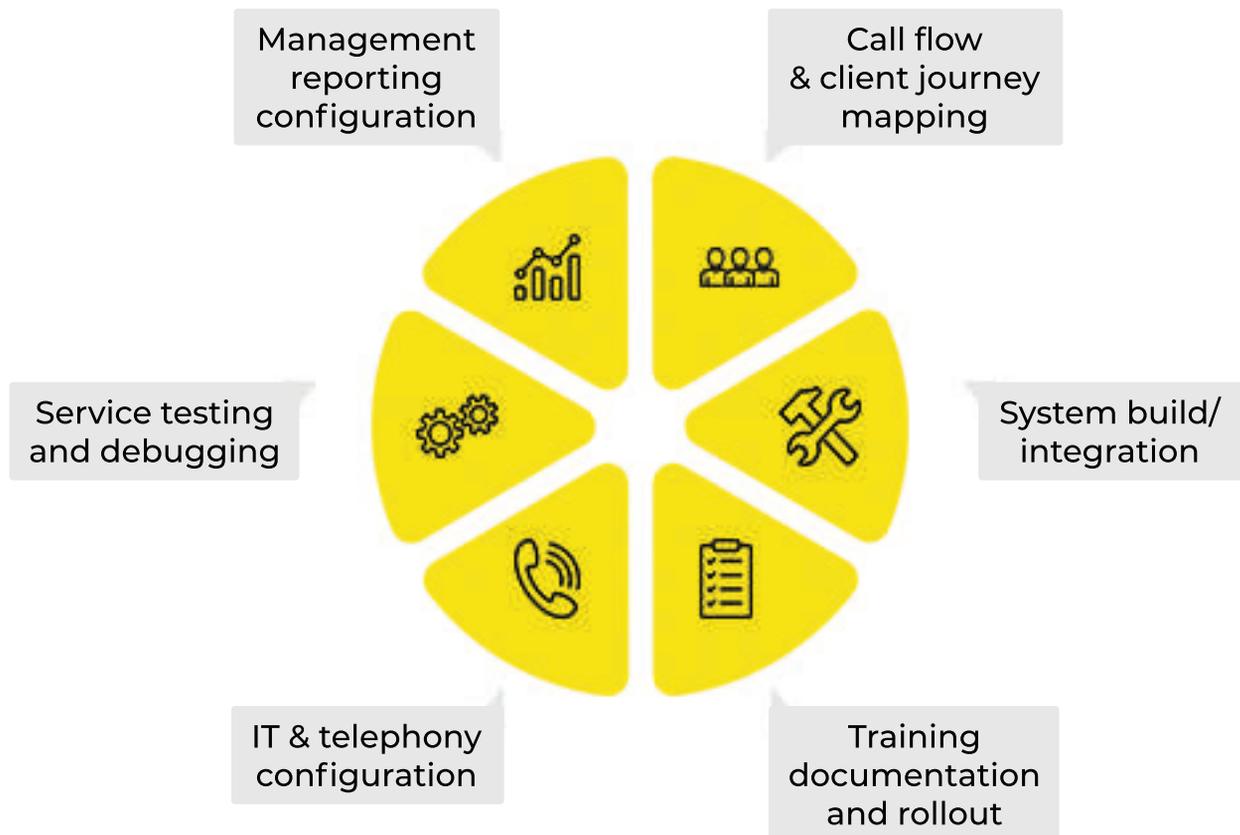
Beyond live contact handling, we provide business process outsourcing support to assist with administrative and back-office activities that underpin fire sprinkler operations. This can include call logging, job administration, and service coordination, helping to reduce internal workload while maintaining accuracy, oversight, and control.



# 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 FIRE SPRINKLER COMPANIES

## 24/7 UK-Based Live Call Answering

Lemon Contact Centre provides a fully staffed, UK-based service operating 24/7/365. Calls are handled in line with agreed procedures, ensuring routine enquiries are managed efficiently and urgent issues are identified quickly and escalated to the appropriate on-call engineer or service team without delay.

## Working Within Client & Third-Party Systems

Our teams work directly within your own systems and approved third-party platforms, logging calls, incidents, and service requests in line with your established workflows. This ensures information is captured accurately, updates are visible in real time, and no parallel processes or manual rekeying are introduced.

## Supporting Customer SLAs & Response Commitments

We support your customer service level agreements by handling calls promptly, capturing the right information first time, and ensuring issues are escalated in accordance with agreed response times. This helps protect contractual commitments and provides clear evidence of performance through accurate records and reporting.

## Detailed Management Information Reporting

Our systems provide clear, detailed management information to support operational oversight and compliance. Reporting can include call volumes, call reasons, response and escalation times, and unresolved issues, providing the visibility and audit trails required in regulated fire sprinkler environments.

## UKAS ISO Certified Service Delivery

Lemon operates to recognised quality and information security standards, holding ISO 9001 and ISO 27001 certifications. This ensures consistent service delivery, secure handling of operational data, and clear governance across all client interactions.



# TECHNOLOGY

**Lemon Contact Centre** uses technology to support reliable, secure, and controlled service delivery in safety-critical fire protection environments. Our systems are designed to provide operational visibility, continuity, and governance for fire sprinkler providers operating 24/7 in regulated and compliance-driven settings.

Our contact centre infrastructure is hosted within a secure Amazon Web Services (AWS) cloud environment and built on the Genesys Cloud contact centre platform. This enterprise-grade foundation provides scalable call handling, recording, and structured reporting across all channels, ensuring fault calls, alarm activations, and service requests are captured accurately and retained in line with agreed procedures. Records are available to support audit requirements, compliance reviews, and service performance monitoring.

We work directly within client and approved third-party systems, ensuring incidents, engineer call-outs, and updates are logged in accordance with established workflows. By operating inside your existing platforms rather than introducing parallel systems, we help maintain a single, accurate record of service activity and escalation history.

Where appropriate, operators use structured triage tools, diagnostics frameworks, and agreed knowledgebases aligned to your procedures. This supports consistent information capture, correct prioritisation of faults, and timely escalation to on-call engineers or service teams.

To strengthen governance, we deploy AI-enabled quality monitoring tools that review interactions for adherence to scripts, escalation pathways, and compliance requirements. This enhances our quality framework, supports SLA alignment, and helps identify recurring service trends while retaining human oversight.

Our technology estate operates in line with recognised quality and information security standards, including ISO 9001 and ISO 27001 certifications. This enables fire protection providers to scale support confidently while maintaining data security, procedural control, and alignment with regulatory and contractual obligations.



# 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.



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*We have worked with Lemon for over seven years. They have taken the time to understand our processes and operate in line with our systems, which allows them to support us as an extension of our business rather than just an out-of-hours service.*

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Leading Fire Sprinkler Company

# SERVICE PACKAGES

	BRONZE	SILVER	GOLD	PLATINUM
Dedicated agents				✓
Shared agents	1000 mins	>1500 to 5000 mins	>5000 mins	Overflow optional
24/7 support	✓	✓	✓	✓
Call answering	✓	✓	✓	✓
Email management		✓	✓	✓
SMS		✓	✓	✓
Web messaging			✓	✓
Messaging apps (e.g. WhatsApp)			✓	✓
Third party systems and portals		Up to 5	Up to 5	Unlimited
Quality framework	Standard	Standard	Bespoke	AI-enhanced
Service level agreement	Standard	Standard	Bespoke	Bespoke
Service level reviews	Biannually	Quarterly	Monthly	Weekly
Live dashboard			✓	✓
On-call matrix	✓	✓	✓	✓
Triage tool		✓	✓	✓
Knowledgebase		✓	✓	✓
Call recording	✓	✓	✓	✓

## Contact us:

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**Lemon**

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