



Lemon

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





## 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 leading healthcare professionals across the UK, specialising in both daytime and out-of-hours solutions to help them deliver exceptional patient care and support to their clients.

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 healthcare environments.

On partnering with Lemon, our team integrates seamlessly with your in-house operations as a natural extension of your healthcare services. Our specialist out-of-hours support ensures that patients and carers receive continuous care, safeguarding a good work-life balance for your healthcare staff while maintaining round-the-clock support.

Working with Lemon is straightforward, with stress-free onboarding and a dedicated account manager providing ongoing support from day one. Our highly trained operators follow your healthcare 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 patient care.

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 healthcare operations, ensuring that all systems run smoothly and efficiently.

***“ Here at Lemon, we pride ourselves on our ability to support the healthcare sector with customer and administrative services designed to enhance operational efficiency and patient care. ”***

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 a compassionate and caring service. Our approach enables real human connections powered by real conversations, not scripts, with a focus on support and confidentiality.



## Email Management

At Lemon, we can help you harness the power of email to enhance communication efficiency and improve the overall customer experience. Our team handles incoming emails promptly and professionally, ensuring that communication from patients, commercial partners and stakeholders are responded to with the same care and support as our phone services.

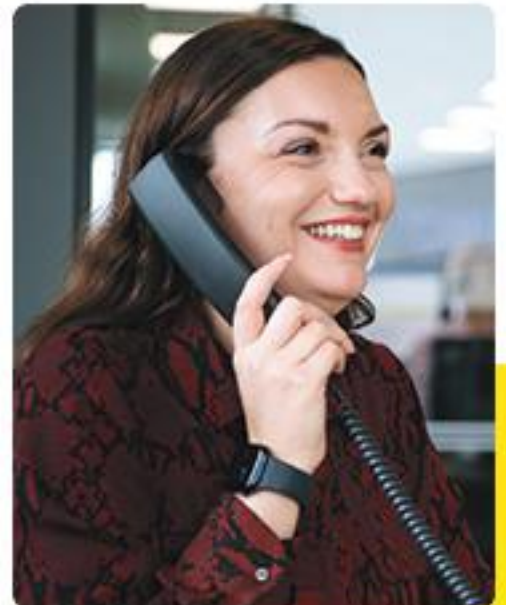


## Messaging Apps & SMS

Messaging apps provide an efficient and secure platform for communicating with patients. By utilising popular messaging services such as WhatsApp and Facebook Messenger, Lemon supports healthcare professionals with the ability to offer real-time, convenient communication channels that meet the expectations of today's clients whilst continuing to provide confidential support.

## Web Messaging

At Lemon, we help integrate web messaging into our client's customer service solutions to help businesses offer an easy and accessible way for their customers and partners to reach out directly through their website. This enables real-time conversations without the need for phone calls or in-person visits, providing a convenient communication option that is truly valued by patients and carers.



## Business Process Outsourcing

Our business process outsourcing (BPO) services provide healthcare companies with a comprehensive, compassionate, and efficient solution to manage their customer communications and operational challenges. Our focus is on transferring administrative tasks freeing up in-house teams, and allowing them to focus on delivering compassionate care.

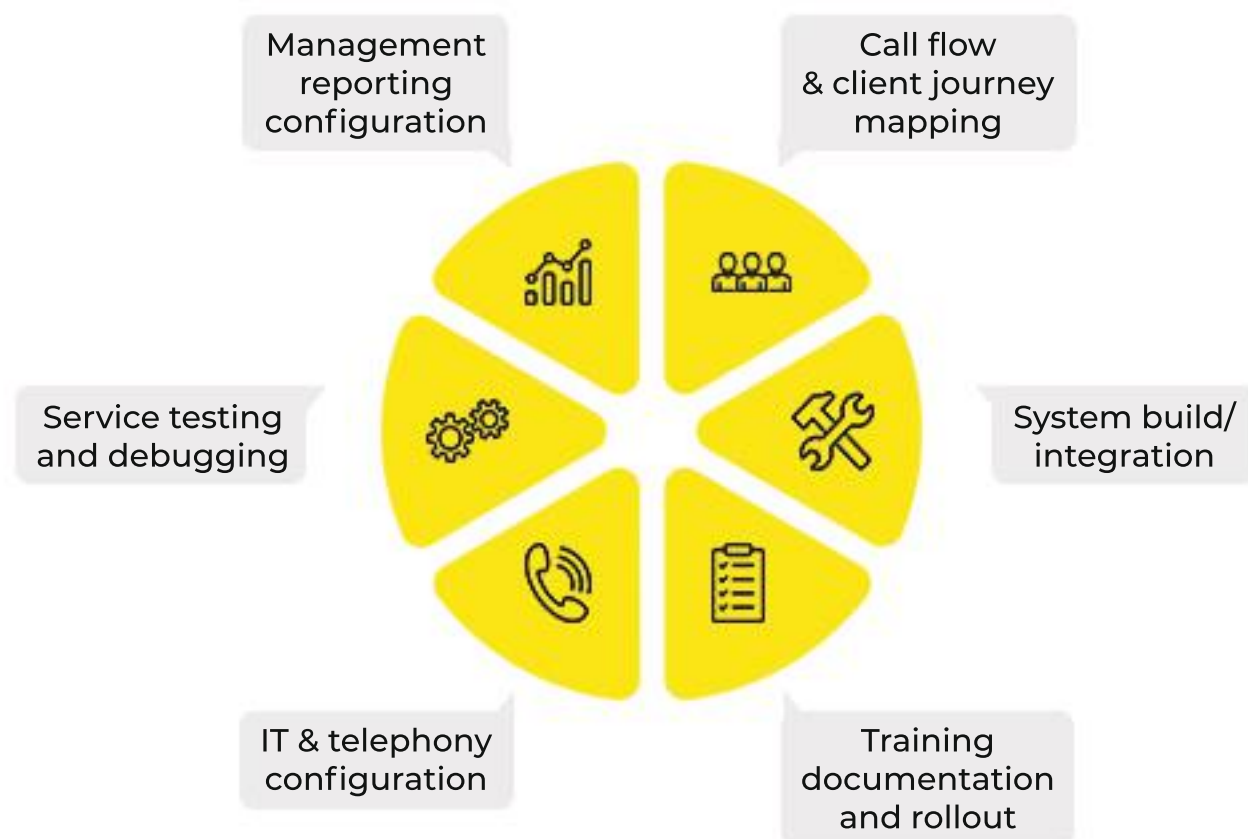




# MOBILISATION MADE EASY

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 THE HEALTHCARE SECTOR

## 24/7 Patient Call Answering & Triage

Lemon provides round-the-clock call handling services, utilising advanced diagnostic tools and a comprehensive knowledgebase to triage calls efficiently. This ensures prompt and effective support for patients, carers, and healthcare staff.

## Out-of-Hours Support

We offer flexible out-of-hours solutions, which are crucial for healthcare companies that require continuous support beyond regular working hours. Our UK-based team are available 24/7/365.

## Comprehensive Reporting & Quality Assurance

Lemon delivers comprehensive and transparent reporting, along with robust quality assurance measures. All calls are recorded for review, ensuring accountability and adherence to agreed service level agreements (SLAs).

## System Integration

We integrate seamlessly with your existing software systems to give a greater focus on operational efficiency, data accuracy and customer service delivery, ensuring smooth operations and customer service excellence.

## Medical Equipment Helpdesk Services

Our 24/7 support ensures that fault reports and administrative tasks related to the upkeep and maintenance of critical medical equipment are managed efficiently, minimising downtime and helping healthcare providers deliver uninterrupted patient care.

## Data Security & Compliance

We hold ISO9001 for Quality Management, ISO27001 for Information Security, and are PCI DSS compliant, ensuring that client data is secure and handled according to international standards.



# 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 healthcare 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.







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.

***“Lemon have proven to be a reliable, professional partner who represent our company with empathy and accuracy. Their continued support allows us to provide 24/7 patient support whilst reducing disruptions to patient care.”***

Leading Healthcare 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			✓	✓

## Contact us:

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