



Lemon

**A LEADING CONTACT CENTRE
FOR LAW FIRMS**



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 law firms across the UK, specialising in both daytime and out-of-hours solutions to help them deliver exceptional client service and operational support.

Founded in 2003, Lemon Contact Centre was established with a passion to provide world-class customer service solutions. With extensive experience in handling complex and sensitive interactions, including working with Magic Circle firms, we have the expertise to support even the most demanding legal environments.

On partnering with Lemon, our team integrates seamlessly with your in-house operations as a natural extension of your firm's client support services. Our specialist 24/7 support ensures that your clients and legal staff receive continuous assistance, safeguarding a good work-life balance for your operational and client service teams while maintaining round-the-clock coverage.

Our outsourced switchboard services are designed specifically for law firms, ensuring incoming calls are answered promptly and professionally. This helps you maintain a consistent, high-quality client experience while reducing the risk of missed calls that can damage client relationships or lose business. By outsourcing your switchboard to Lemon, you can extend your firm's opening hours to 24/7 without the cost of hiring additional staff, providing clients with access to support whenever they need it.

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 firm's protocols and can log interactions directly onto your existing case management and CRM 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 your legal operations.

“ Here at Lemon, we pride ourselves on our ability to support law firms with 24/7 client communication services designed to enhance operational efficiency and deliver seamless, professional assistance to both clients and legal teams. ”

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 professional service. Our approach enables real human connections powered by real conversations, with a focus on readily available, timely support for law firms managing client enquiries, urgent legal matters, and operational queries. Our outsourced switchboard services ensure every incoming call to your law firm is answered promptly and professionally, reflecting your firm's standards.



Email Management

At Lemon, we help you harness the power of email to enhance communication efficiency and improve the overall client and operational experience. Our team handles incoming emails promptly and professionally, ensuring that communications from clients, legal teams, 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 clients and legal staff. By utilising popular messaging services such as WhatsApp and Facebook Messenger, Lemon supports law firms with real-time, convenient communication channels that meet today's expectations while maintaining confidentiality and data protection.

Web Messaging

We help integrate web messaging into your client service solutions, enabling clients and legal teams to reach out directly through your website. This facilitates real-time conversations without the need for phone calls, providing a convenient communication option that is valued for quick assistance, case updates, or appointment scheduling.



Business Process Outsourcing

Our business process outsourcing (BPO) services provide law firms with a comprehensive, efficient solution to manage client communications and administrative challenges. We take on various back-office functions, freeing up your in-house teams to focus on legal work while ensuring smooth service delivery and operational efficiency.



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 LAW FIRMS

● **Cost-Effective Switchboard Services**

Lemon's outsourced switchboard solutions can save law firms up to 60% on operational costs compared to maintaining an in-house team, while ensuring client calls are answered promptly and professionally. This helps firms manage budgets without compromising service quality.

● **24/7 Client Communication & Availability**

Lemon provides round-the-clock call answering and support, enabling law firms to extend their client service beyond traditional office hours. This ensures clients can reach the firm at any time, which is critical for urgent legal matters and enhances client satisfaction.

● **Reducing Staff Workload & Increasing Productivity**

By handling incoming calls, emails, and messages, Lemon frees up lawyers and administrative staff to focus on core legal work and business development activities, improving overall firm productivity and efficiency.

● **Professional & Consistent Client Experience**

Lemon's trained operators follow firm-specific protocols to deliver a consistently professional, friendly, and confidential service. This maintains the firm's brand reputation and ensures clients receive high-quality interactions every time they call.

● **Advanced Technology Integration & Reporting**

Lemon leverages modern telephony and CRM integration, enabling seamless logging of interactions and providing detailed reporting and call recording. This supports efficient case management, compliance, and quality assurance within the firm.



TECHNOLOGY

At Lemon, we are dedicated to delivering exceptional client service solutions for law firms by combining top talent with cutting-edge technology. As part of this commitment, we have made substantial investments in our technology infrastructure to support the unique demands of legal operations.

Our 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 advanced technologies empower us to provide unparalleled service, real-time monitoring, and actionable insights tailored to the needs of law firms.

We work closely with legal practices to identify and implement the optimal technology solutions needed to deliver exceptional client support, whether integrating seamlessly with existing case management systems, CRM platforms, or leveraging our Genesys Cloud platform. Our offerings are enhanced by bespoke tools such as our proprietary database, diagnostics tool, and comprehensive knowledgebase applications designed specifically for legal workflows and client communication protocols.

Our technology is built for seamless integration, and our agents are highly skilled at operating across a variety of third-party legal systems, ensuring efficiency, accuracy, and adaptability in every interaction. This enables us to support critical functions such as client call handling, urgent matter escalation, appointment coordination, and confidential communication with agility and professionalism.





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 has helped our law firm capture calls we would have otherwise missed. They have worked closely with us to enhance their call handling service and provide detailed daily reports, giving us valuable insights into the types of calls we receive and the number of new enquiries. Without Lemon, we would be losing around 200 to 300 new enquiries each month. ”




Leading Law Firm



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			✓	✓

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**Lemon Business Solutions Ltd is a company registered in England and Wales with
Company Number 05941029 and VAT registration number GB 986 0005 20.**