



Lemon

**OUTSOURCED CONTACT CENTRE
AND BUSINESS SUPPORT**



ABOUT LEMON

Lemon is a UK-based 24/7 outsourced contact centre and business services provider, supporting organisations with both customer contact management and wider operational support services.

For more than 20 years, we have helped businesses across the UK and Europe manage customer interactions, operational workflows and internal support processes, enabling them to scale efficiently while maintaining exceptional service standards.

Founded in 2003 with a passion for world-class customer service, Lemon has developed extensive expertise in managing complex interactions across voice, email and digital messaging platforms. Our team integrates directly with your organisation, operating as a natural extension of your customer service, technical or operational departments.

Our UK-based contact centre manages customer enquiries professionally across voice, email and digital messaging platforms. Operating 24/7 through a combination of shared and dedicated teams, we provide reliable daytime and out-of-hours support, ensuring enquiries are captured, triaged and managed efficiently.

Beyond customer contact management, Lemon also provides business process outsourcing and wider business support services. Our multi-skilled teams support organisations with operational and administrative activities that sit across different internal departments, helping streamline processes and reduce internal costs.

By combining customer contact expertise with broader operational support, Lemon enables organisations to consolidate customer service and selected business functions within a single outsourcing partner.

Partnering with Lemon is straightforward. Our structured onboarding process, supported by a dedicated account manager, ensures a smooth and well-managed transition from day one.

“ Since 2003, Lemon has supported organisations across the UK and Europe with reliable customer contact services. Over time, many of those organisations have trusted us to support operational services beyond the contact centre, helping streamline processes across multiple departments and business functions. ”

Martin Anderson
Co-Founder & CEO





Call Handling

Lemon provides professionally managed call handling services that ensure customer enquiries are answered promptly and handled in line with your organisation's processes and service standards. Our agents operate as an extension of your team, capturing accurate information, triaging requests and ensuring enquiries are routed or resolved efficiently.



Email Management

Our team manages incoming email enquiries professionally and efficiently, ensuring messages are acknowledged, prioritised and responded to in line with agreed service standards. This structured approach helps organisations manage enquiry volumes while maintaining consistent and professional communication with their customers.

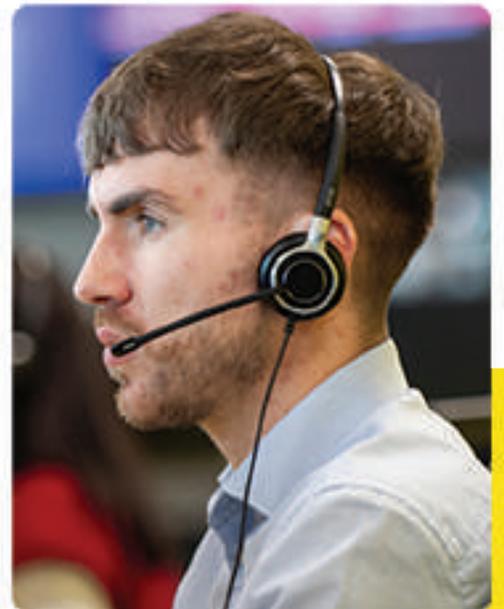


Messaging Apps & SMS

Customers increasingly expect to communicate through digital messaging platforms. Lemon supports services such as WhatsApp Business, Facebook Messenger and SMS, providing secure, real-time communication channels that allow customers to contact your organisation quickly while ensuring enquiries are captured and managed within defined service processes.

Web Messaging

Web messaging enables customers to connect directly with your organisation through your website. By integrating web messaging into your customer service strategy, Lemon provides immediate support while ensuring enquiries are logged, managed and resolved efficiently alongside other communication channels.



Business Process Outsourcing

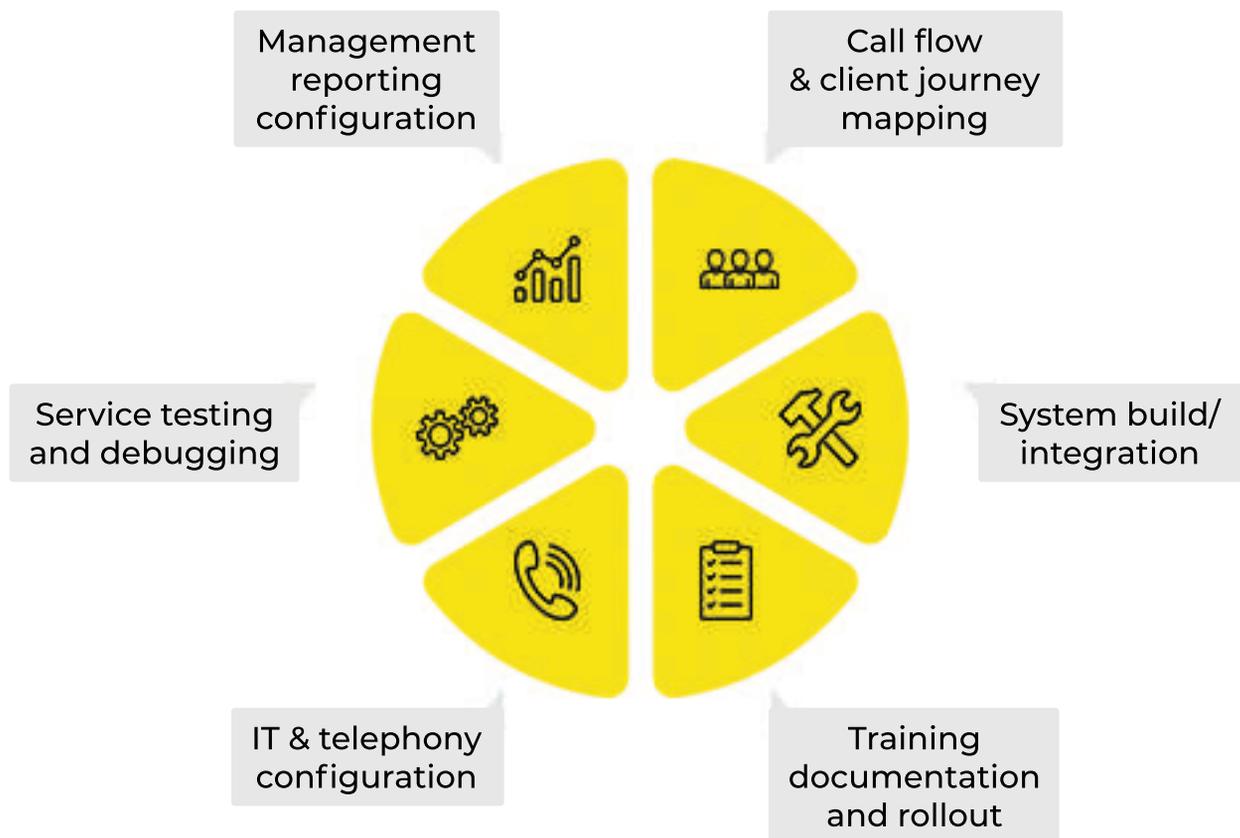
In addition to customer contact services, Lemon supports organisations with business process outsourcing that extends beyond the contact centre. Our teams can manage operational processes and internal support activities across different departments, while also enabling access to specialist services such as HR support, marketing, occupational health or absence management. This integrated approach helps organisations streamline operations while reducing internal costs and headcount.



MOBILISATION MADE EASY

At Lemon, we take pride in delivering a smooth and well-managed transition for both your organisation and your customers. From day one, a dedicated account manager will oversee your mobilisation, working closely with your team to define service workflows, configure systems and coordinate the resources required to meet the agreed implementation timeline.

Our mobilisation framework is structured around six key stages, covering everything from client journey mapping and system integration through to training, testing and reporting configuration, ensuring a controlled and efficient service launch.



WHY ORGANISATIONS CHOOSE LEMON

Operational Partnership

Lemon operates as an extension of your organisation, supporting both customer interactions and wider operational processes. By aligning closely with your internal teams, systems and service requirements, we ensure services are delivered consistently and in line with your operational standards.

Scalable Contact Centre Delivery

Lemon provides both shared and dedicated contact centre teams, allowing organisations to scale customer support in line with operational demand. Our bureau-based shared agent model enables efficient management of fluctuating call volumes while maintaining consistent service standards.

Integrated Customer & Business Support

Lemon combines customer contact management with wider operational support across multiple departments. This integrated approach enables organisations to streamline service delivery while consolidating key support functions within a single outsourcing partner.

Specialist Partner Network

Alongside our core services, Lemon works with a network of trusted specialist partners to support additional business functions such as HR services, marketing support or occupational health. This allows organisations to access a wider range of expertise through a single, coordinated outsourcing relationship.

Technology-Enabled Services

Lemon operates on enterprise technology platforms supported by proprietary operational tools designed to manage both customer contact services and wider operational processes. This infrastructure enables efficient service delivery, workflow management and reporting across multiple communication channels and business functions.

Quality & Governance

Lemon operates within structured governance frameworks supported by ISO 9001 and ISO 27001 certifications, PCI DSS compliance and adherence to GDPR requirements. These standards ensure consistent service delivery, robust information security practices and strong data protection controls across all services.



TECHNOLOGY

At Lemon, technology underpins the delivery of both our contact centre services and wider operational outsourcing capabilities. We combine enterprise technology platforms with proprietary operational tools to support efficient service delivery across customer communications and operational processes.

Our contact centre operates on the globally recognised Genesys Cloud platform, while Lemon's wider technology infrastructure is hosted within secure Amazon Web Services (AWS) cloud environments. This provides a highly resilient and scalable foundation for managing customer communications, operational workflows and service delivery across multiple channels, systems and business functions.

Our technology environment is designed for seamless system integration, allowing our teams to work directly within client systems including CRM platforms, service management tools and bespoke operational software.

Together, this technology infrastructure enables Lemon to deliver secure, scalable and efficient outsourced services across both customer contact management and wider operational support activities.





ISO CERTIFICATIONS

At Lemon, we are committed to delivering exceptional service while maintaining the highest standards of quality and information security. Our ISO 9001 and ISO 27001 certifications demonstrate our dedication to operational excellence and the protection of client data, giving organisations confidence in our professionalism and reliability.



Certificate Number 19385

ISO 9001 – Quality Management

ISO 9001 certification recognises our robust Quality Management System, which ensures consistent and dependable service delivery aligned with client requirements. By adhering to this internationally recognised standard, we focus on continuous improvement, customer satisfaction and efficient processes that minimise risk and optimise performance.



Certificate Number 19385

ISO 27001 – Information Management Security

ISO 27001 certification highlights our commitment to information security management. This rigorous standard requires us to protect sensitive data through comprehensive risk assessments, robust security controls and ongoing staff training. It supports compliance with data protection regulations while safeguarding client and customer information.

Together, these certifications reinforce Lemon’s position as a trusted outsourcing partner that prioritises quality, security and continuous improvement. They provide confidence that services and data are managed securely and professionally while supporting our clients’ own governance and compliance requirements.

“ Lemon are professional, diligent and a pleasure to work with as they positively engage with the service, business and team to ensure the uppermost level of service delivery. ”

Absence Management 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	✓	✓	✓	✓

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**Lemon Business Solutions Ltd is a company registered in England and Wales with
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