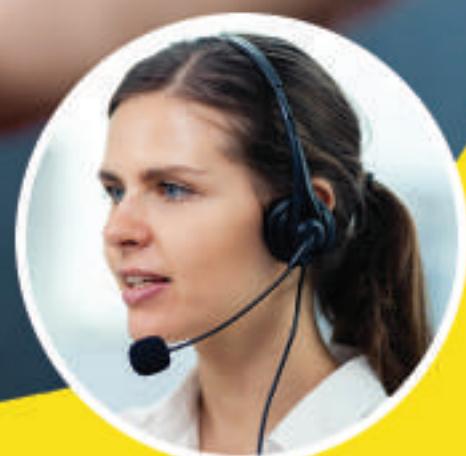




Lemon



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



## ■ OUR EXPERIENCE

Lemon is a UK-based, 24/7 contact centre with over 20 years of experience in delivering tailored customer service solutions. Specialising in the lift and escalator industry, we collaborate with leading lift professionals to provide both daytime overflow and specialist out-of-hours support, ensuring exceptional service delivery for your client portfolios.

Since our inception in 2003, Lemon has been driven by a passion for engineering-focused customer care. With over 50 million calls answered, we bring unmatched expertise in handling complex interactions, including urgent lift entrapment calls, while prioritising passenger safety and rapid resolution.

Our seamless integration with your operations ensures we act as an extension of your in-house helpdesk, offering stress-free on-boarding and dedicated account management. Lemon's highly trained team follows your processes, logging calls directly into your Field Service Management (FSM) software and CRM systems. This is supported by robust quality assurance, clear reporting, and comprehensive call recording.

When a call-out is necessary, our on-call rota portal ensures swift and accurate live job dispatch. Our operators can also use your FSM software to send jobs to your engineers and follow these up with a phone call, SMS or email, to ensure details are relayed quickly and accurately to on-call personnel.

Lemon not only handles emergency calls but also proactively identifies and reports on rogue auto-diallers, minimising disruptions and enhancing operational efficiency. In addition, our versatile team also brings extensive expertise in supporting mobility solutions, including managing breakdowns for stairlifts and hoists. This allows us to deliver a comprehensive outsourcing solution tailored to the needs of the lift and escalator industry, serving both domestic and commercial markets.

With Lemon, you gain a reliable partner committed to delivering outstanding customer service, enhancing your reputation, and empowering your team with expert support, day or night.

**“ 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

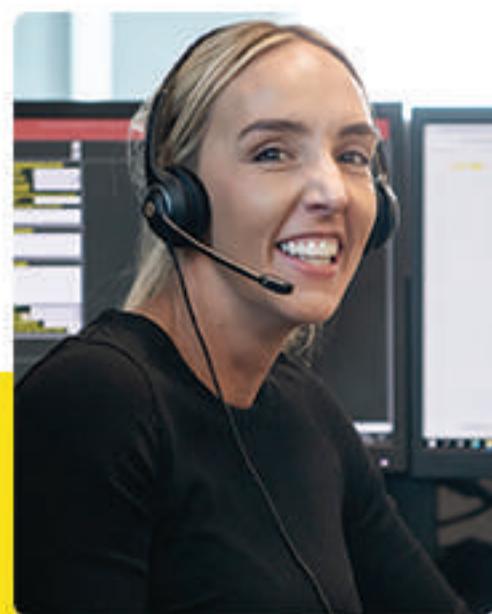




# WHAT WE DO

## 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.

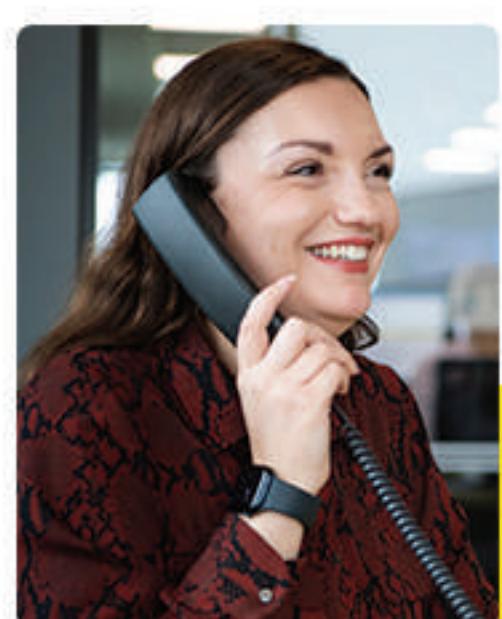


## Messaging Apps & SMS

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

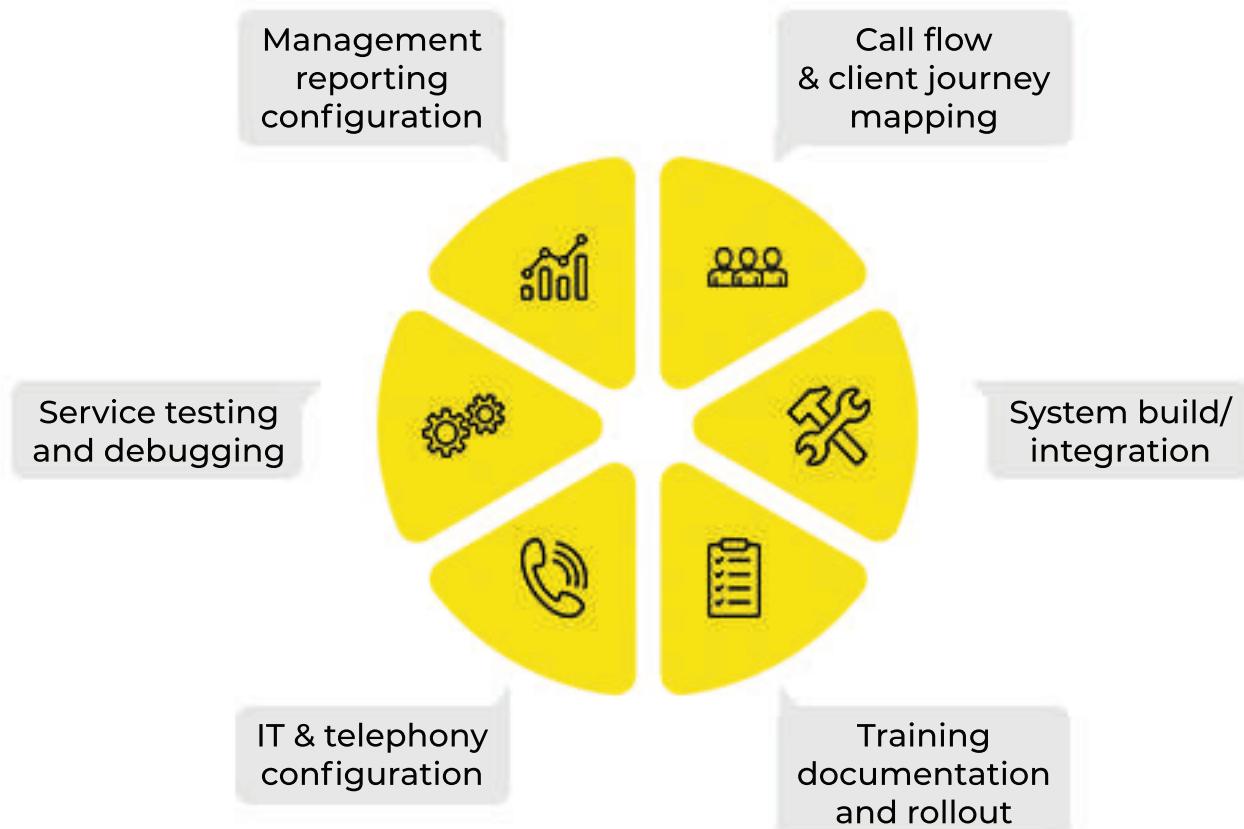
Our Business Process Outsourcing services are designed to enhance your operations, streamline customer interactions, and drive significant improvements in overall performance. Our focus is not just on transferring tasks but on helping to transform your business for the better by freeing up your in-house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



## 24/7 Emergency Response

Our UK-based, 24/7 manned contact centre ensures that lift breakdowns and emergency entrapments are handled swiftly. Our highly trained operatives assess situations promptly, provide reassurance to those in distress, and coordinate with engineers for rapid dispatch, minimising downtime and prioritising safety.



## Efficient Engineer Dispatch

Over 20 years we have developed an efficient engineer dispatch system that ensures on-call personnel are contacted quickly and efficiently with breakdown information. Our live call handling despatch is also supported by system automation, including SMS text notifications.



## Experienced Customer Service Operatives

The customer service team at Lemon has amassed extensive experience in the lift industry over the past two decades. Our highly trained operators understand the technicalities of lift operations and are dedicated to providing exceptional service, whether managing routine enquiries or responding to emergency situations.



## Utilisation & Integration with FSM & CRM

We specialise in seamlessly integrating with your FSM and CRM systems, boosting productivity, enhancing communication, and streamlining workflows to ensure your operations run smoothly, efficiently, and deliver exceptional customer satisfaction.



## Quality Assurance & Data Security

Lemon is certified to ISO9001 for Quality Management and ISO27001 for Information Security, demonstrating our commitment to maintaining high standards in service delivery and data protection. This commitment builds trust among our clients and yours, ensuring a dependable and secure service.



# 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 lift 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.

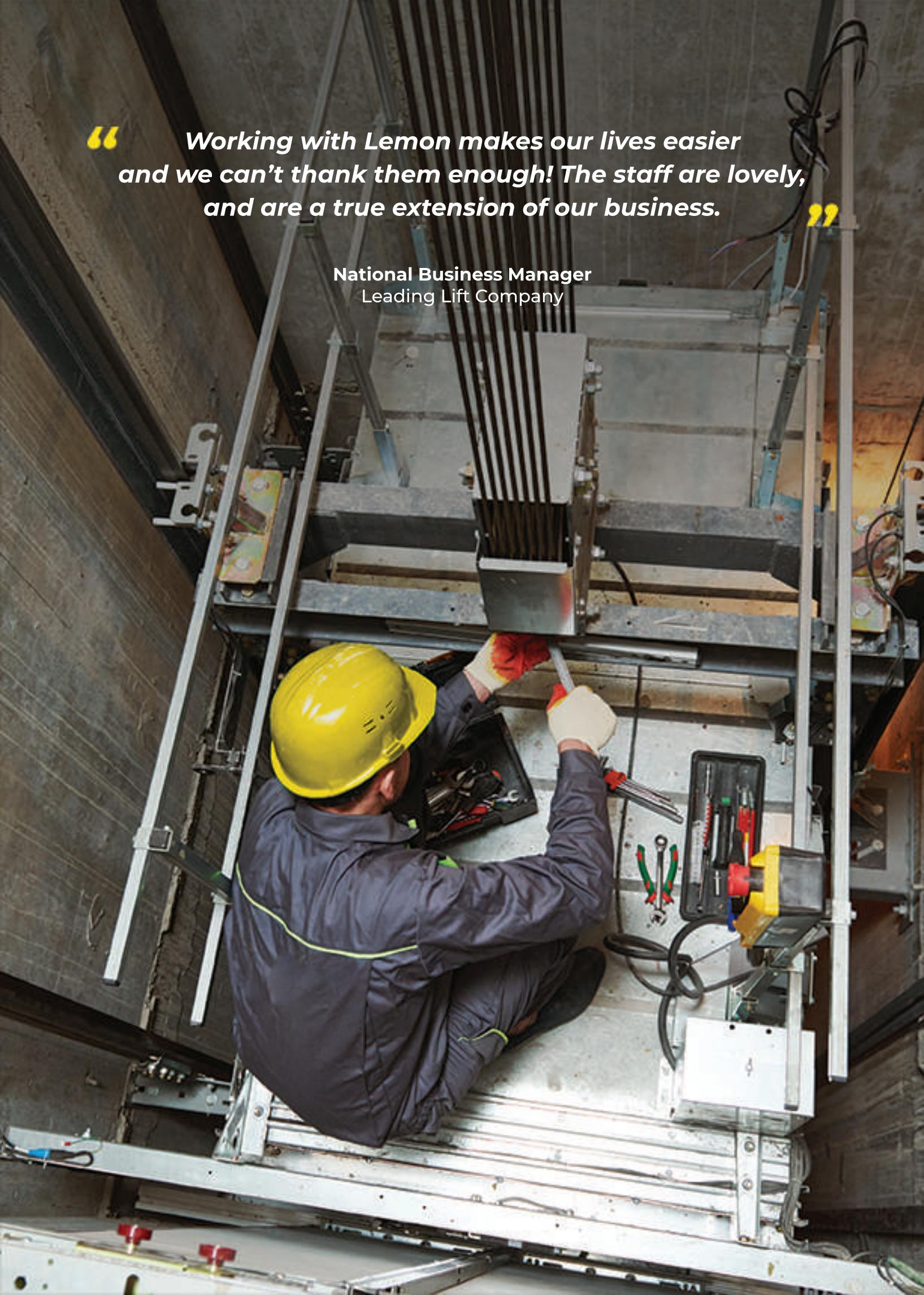


## ISO 27001 – Information Management Security

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.

**“ Working with Lemon makes our lives easier and we can't thank them enough! The staff are lovely, and are a true extension of our business. ”**

**National Business Manager**  
Leading Lift 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**

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