



Lemon

**A LEADING CONTACT CENTRE
FOR THE MEDICAL EQUIPMENT INDUSTRY**



OUR EXPERIENCE

With over 20 years of experience, Lemon Contact Centre is a UK-based, 24/7 contact centre providing specialist support services to medical equipment companies operating in regulated healthcare and care environments. We support both daytime and out-of-hours contact handling, helping ensure service enquiries, equipment issues, and requests for support are managed reliably at all times.

Established in 2003, Lemon has extensive experience handling complex, time-critical interactions where accuracy, prioritisation, and clear escalation are essential. We understand the importance of capturing the right information first time and ensuring urgent equipment-related issues are passed promptly to the appropriate clinical, technical, or service teams.

Our teams work as a seamless extension of your in-house operations, operating strictly in line with your processes, escalation routes, and service standards. Our 24/7 support helps maintain continuity of service while reducing pressure on internal teams and on-call rotas, without compromising control or governance.

Mobilisation is carefully planned and supported by a dedicated account manager from day one. Our trained operators work directly within your existing service, CRM, and approved third-party systems, ensuring all interactions are logged accurately and consistently. This is underpinned by transparent reporting, quality assurance, and recorded interactions to support audit, review, and regulatory oversight.

To support effective call handling, our operators use structured tools, including diagnostics and knowledgebases, to guide information capture and triage in line with agreed procedures. This supports appropriate prioritisation, managed escalation, and minimal disruption to medical equipment services.

“ Supporting medical equipment companies requires disciplined call handling and clear escalation. We provide dependable 24/7 support that helps ensure service enquiries reach the right teams quickly and with accurate information. ”

Martin Anderson
Co-Founder & CEO





Call Answering

We provide structured, UK-based call answering for medical equipment companies, handling service enquiries, equipment-related reports, and requests for support both in and out of hours. Calls are managed in line with your defined processes, ensuring information is captured accurately and passed promptly to the appropriate service, technical, or clinical teams.



Email Management

We manage incoming emails from customers, partners, and service teams, ensuring enquiries are reviewed promptly and handled in accordance with agreed workflows. All communications are logged accurately to support service coordination, traceability, and audit requirements.

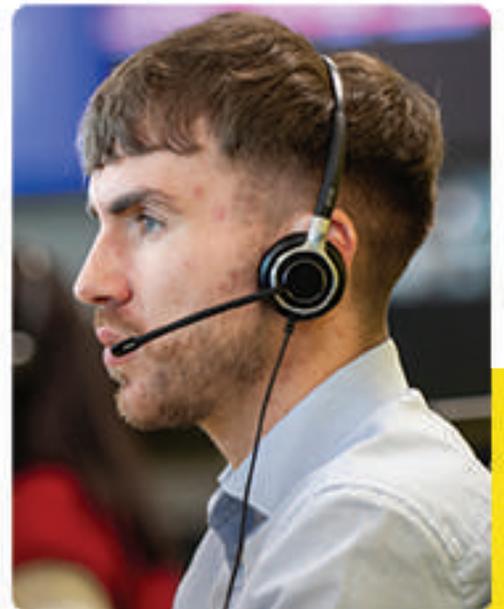


Messaging Apps & SMS

Where required, we support communication via SMS and approved messaging platforms. Messages are handled securely and consistently, with all interactions recorded alongside other contact channels to maintain visibility and control.

Web Messaging

We can manage web-based enquiries received through your website, providing a controlled channel for non-urgent contact. Interactions are handled in line with agreed procedures and logged accurately to ensure consistency across service operations.



Business Process Outsourcing

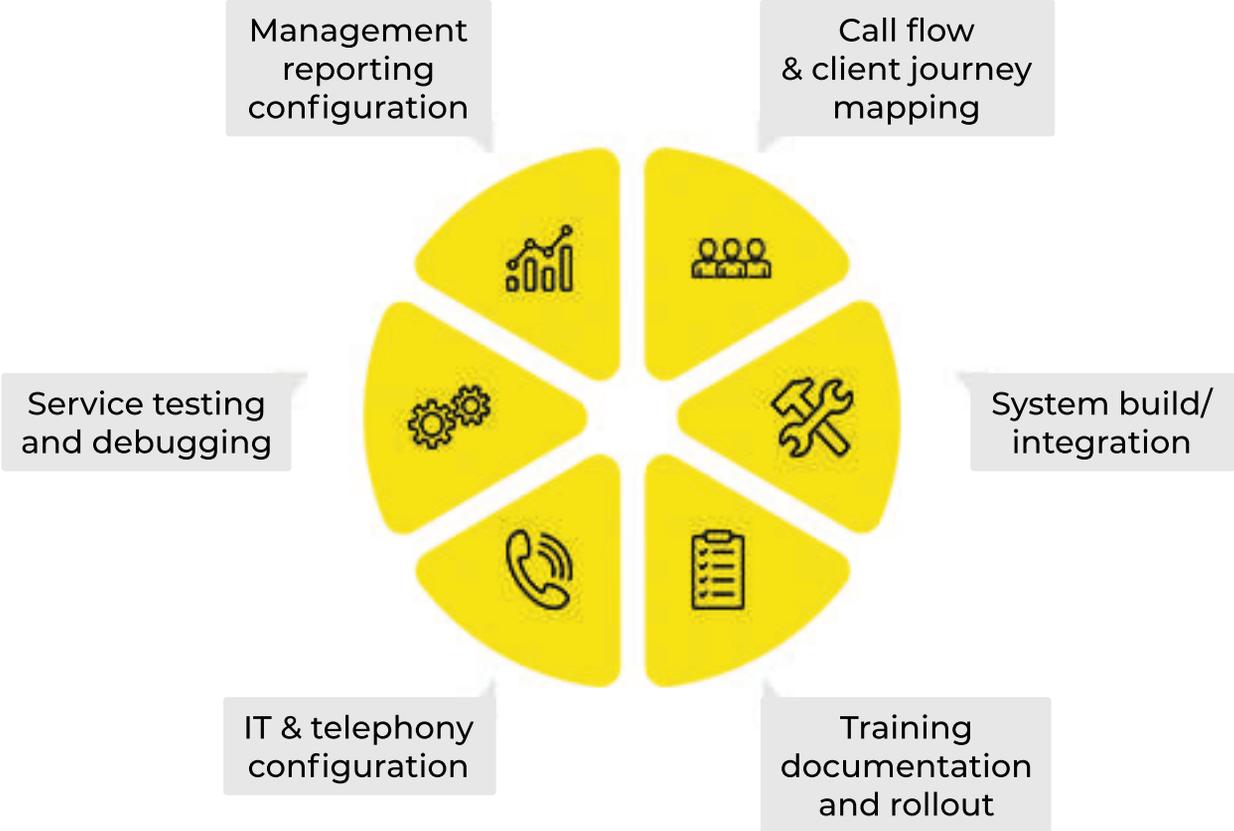
In addition to live contact handling, we provide business process outsourcing support for administrative and back-office activities. This can include call logging, service request administration, and coordination support, helping reduce internal workload while maintaining accuracy, governance, and operational oversight.



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 MEDICAL EQUIPMENT COMPANIES

24/7 UK-Based Live Call Answering

Our trained operators follow defined call-handling and triage processes to capture accurate information and assess each enquiry appropriately. Urgent issues are identified and escalated promptly to the correct service, technical, or clinical teams, while non-urgent matters are logged correctly for follow-up.

Supporting Regulated Clinical & Hospital Environments

We have experience supporting medical equipment providers operating within highly regulated clinical and hospital settings. Our services are delivered in line with defined processes, access controls, and documentation requirements, helping minimise the risk of non-conformance and supporting compliance with client, contractual, and regulatory expectations.

Supporting Patients, Carers & Families

We understand that contact relating to medical equipment may come from patients, carers, or family members at difficult or distressing times, including end-of-life care in the home. Our operators are trained to follow agreed processes for handling sensitive contact with care and clarity, ensuring information is captured accurately and escalated appropriately, while always maintaining a calm and reassuring approach.

Working Within Client & Third-Party Systems

Our teams work directly within your approved service, CRM, and third-party systems, ensuring all calls, emails, and messages are logged consistently and in line with established workflows. This supports continuity, visibility, and a single source of information across service operations.

Regulatory Oversight & Management Reporting

Lemon provides clear, structured management reporting to support operational oversight, governance, and regulatory requirements within medical equipment service environments. All contacts are logged accurately, creating complete and auditable records of enquiries, escalation activity, response times, and outcomes. Reporting can be tailored to client requirements and supports service review, incident analysis, audits, and continuous improvement.



TECHNOLOGY

Lemon Contact Centre uses technology to support reliable, secure, and consistent service delivery for medical equipment providers operating in regulated healthcare, clinical, and care environments. Our systems are designed to provide resilience, operational visibility, and continuity across both in-hours and out-of-hours services, where responsiveness and accuracy are critical.

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 scalability, structured call handling, recording, and reporting across all channels, ensuring service interactions are captured accurately and retained in line with agreed policies. Interaction records can be reviewed where required to support operational management, audit processes, complaint handling, or regulatory assurance.

We work directly within client-approved service management, CRM, and third-party systems, ensuring equipment-related reports, service requests, and updates are logged in accordance with established workflows. By operating within your existing platforms rather than introducing parallel systems, we help maintain a single, consistent record of service activity.

Where appropriate, operators use structured diagnostics tools, agreed triage pathways, and knowledgebases aligned to your guidance. This supports accurate information capture, consistent categorisation of equipment issues, and appropriate escalation to service engineers or technical teams.

To strengthen oversight, we deploy AI-enabled quality monitoring tools that review interactions for adherence to scripts, escalation procedures, and compliance requirements. This enhances our quality framework, supports SLA alignment, and helps identify recurring service themes or potential operational risks, while retaining human review and judgement.

Our technology estate operates in line with recognised quality and information security standards, including ISO 9001 and ISO 27001 certifications. This enables medical equipment providers to scale support confidently while maintaining data security, governance, and dependable service delivery in environments where reliability is essential.



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.



“ Lemon provides reliable 24/7 contact handling that fits closely with our service processes and systems. Their team captures accurate information and ensures enquiries are escalated correctly, which helps us maintain continuity of service across both in-hours and out-of-hours periods. ”

**Service Operations Manager
Medical Equipment Provider**

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

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