



Lemon

**A LEADING CONTACT CENTRE
FOR RETAIL & POS SUPPORT**



OUR EXPERIENCE

With over 20 years of experience, Lemon Contact Centre is a UK-based contact centre providing specialist support services to retail businesses and point-of-sale (POS) technology providers. We operate in fast-paced retail environments where system issues can immediately disrupt trading and revenue.

Founded in 2003, Lemon has extensive experience supporting store networks, payment providers, and POS platforms during trading hours, weekends, and peak periods. We understand the pressure placed on store teams when tills or payment systems are unavailable, and the importance of responding quickly, capturing accurate information, and escalating issues correctly.

Our teams operate as an extension of your in-house service desk or support function, following your processes, scripts, and escalation pathways. By providing additional capacity during busy trading periods, promotions, or incidents, we help protect internal teams and ensure stores always have a clear route for support.

Onboarding is carefully managed, with a dedicated account manager supporting setup and ongoing optimisation. Our trained operators can work directly within your service desk, CRM, and POS support systems, ensuring all interactions are logged accurately and consistently. This is supported by quality assurance, recorded calls, and clear reporting to maintain visibility and control.

In addition to live contact handling, our multi-skilled teams can support business process outsourcing activities such as ticket administration, call logging, and service coordination. This helps retail and POS providers maintain operational efficiency while keeping stores focused on trading.

“ At Lemon, we support retail and POS businesses by providing dependable 24/7 contact handling that helps stores access support quickly and keeps service desks focused on resolving issues that affect trading. ”

Martin Anderson
Co-Founder & CEO





Call Answering

Lemon Contact Centre provides UK-based call answering for retail businesses and POS technology providers, supporting stores and partners during trading hours, weekends, and peak periods. Our agents respond quickly to inbound contact, capture accurate information, and log issues in line with agreed processes.



Email Management

We manage inbound emails from stores and partners, ensuring service requests and queries are reviewed promptly and handled in line with agreed workflows. All email interactions can be logged directly into your service desk or support systems, maintaining visibility, traceability, and consistent handling across channels.

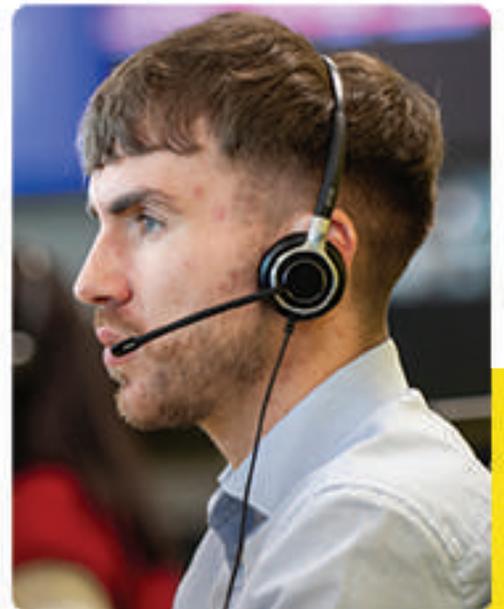


Messaging Apps & SMS

Where required, we support store and partner communication via SMS and approved messaging platforms such as WhatsApp. These channels are used to manage service enquiries, updates, and follow-ups in a controlled way, with all interactions captured alongside calls to support continuity and accurate reporting.

Web Messaging

We can manage web-based enquiries received through your website, providing a structured channel for support requests and service-related queries. All interactions are handled in line with your processes and logged accurately to ensure consistent handling across all customer contact points.



Business Process Outsourcing

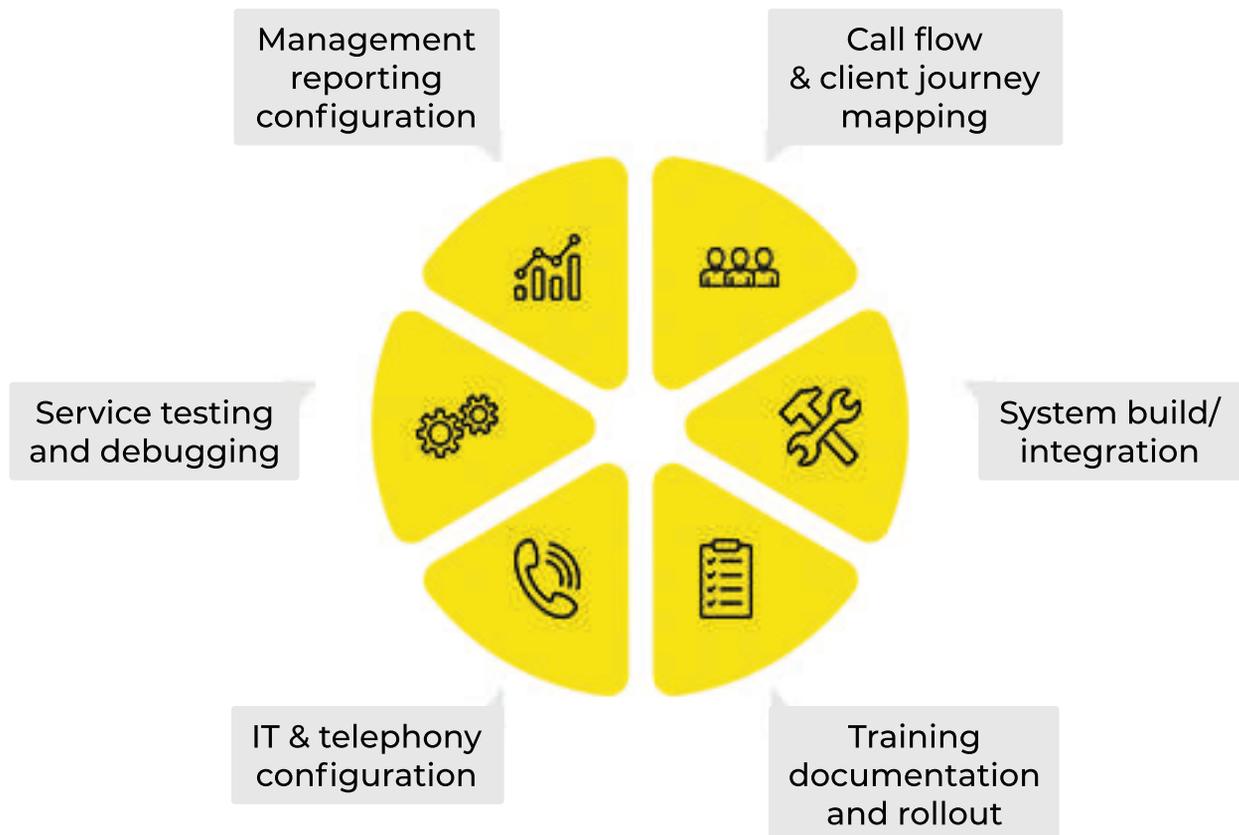
In addition to live contact handling, we provide business process outsourcing support for retail and POS providers. This can include call logging, ticket administration, and service coordination, helping reduce pressure on internal service desks while ensuring stores have reliable access to support during busy trading periods.



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 RETAIL & POS BUSINESSES

24/7 UK-Based Call Answering

Lemon Contact Centre provides a fully staffed, UK-based call handling service operating 24/7/365, managing inbound contact from stores, partners and customers. Our trained operators follow agreed scripts and workflows to deliver structured first-line triage, identifying known incidents, capturing accurate fault details and guiding store staff through basic checks. All service issues are logged accurately and escalated promptly to the relevant POS, payments or technical support teams, ensuring timely resolution and minimal operational disruption.

Supporting Live Trading & Peak Periods

When POS or payment systems are unavailable, the impact on stores is immediate. Lemon provides additional capacity to manage spikes in inbound contact during busy trading periods, promotions, weekends, and incidents, helping protect internal service desks and maintain consistent communication with stores while issues are addressed.

Working Within Retail & POS Support Systems

Our teams can work directly within your approved service desk, CRM, and POS systems. All calls, emails, and messages can be logged in real time and in line with established workflows, providing a single, accurate record of issues and supporting continuity across support and technical teams.

Operational Oversight & Management Reporting

Lemon provides clear management information reporting to support operational oversight and governance. Reporting can include contact volumes, issue categories, triage outcomes, escalation activity, response times, and unresolved issues, helping retail and POS providers monitor performance and identify trends affecting trading.

Trusted, Certified & Scalable Service Delivery

Lemon operates to recognised quality and information security standards, holding ISO 9001 and ISO 27001 certifications, and is PCI DSS compliant. Our dedicated and shared agent models allow retail and POS providers to scale support efficiently without compromising data security, control, or service consistency.



TECHNOLOGY

At **Lemon Contact Centre**, our technology environment is designed to support retail and POS providers operating in live trading environments where uptime and responsiveness are critical.

Our infrastructure is hosted within Amazon Web Services (AWS), providing enterprise-grade scalability, security, and resilience. This cloud-based foundation enables us to flex capacity during peak trading periods, promotions, and service incidents, ensuring contact volumes are managed effectively without disruption.

We utilise the Genesys Cloud contact centre platform to manage voice and digital channels, supported by structured reporting and real-time analytics tools that provide operational visibility across call volumes, issue categories, and escalation activity.

Lemon works directly within client-approved service desk, CRM, and POS support systems. Our agents operate inside your existing platforms rather than creating parallel processes, ensuring tickets, fault reports, and updates are logged accurately and remain visible to technical teams at all times.

Where appropriate, operators use structured triage tools, diagnostics frameworks, and agreed knowledgebases aligned to your procedures. This supports consistent information capture, correct prioritisation of faults, and timely escalation to on-call engineers or service teams.

To support consistency and oversight, we deploy AI-enabled quality monitoring tools that analyse interactions for compliance with agreed scripts, escalation pathways, and service standards. This enhances our internal quality framework, helps identify trends affecting stores or trading, and supports continuous improvement without replacing human review or judgement.

Our technology estate operates in line with recognised quality and information security standards, including ISO 9001 and ISO 27001 certifications, and PCI DSS compliance where payment data is handled. This enables retail and POS providers to scale support confidently while maintaining governance, security, and operational control.



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 dependable first-line support for store and POS enquiries, logging issues accurately in our systems and escalating effectively to protect trading and revenue for our customers. ”

Service Director
POS Technology 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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