



Lemon

**A LEADING CONTACT CENTRE
FOR THE EDUCATION SECTOR**



OUR EXPERIENCE

With over 20 years of experience, Lemon Contact Centre is a UK-based contact centre providing specialist enquiry handling and support services to independent schools, online schools, and education providers across the UK.

We understand that education environments are seasonal, deadline-driven, and reputation-sensitive. Enquiry volumes increase around admissions deadlines, open days, enrolment periods, and examination results, placing additional pressure on internal teams. At the same time, schools are operating under increasing financial scrutiny, with rising staffing costs and limited flexibility to expand permanent administrative teams.

Lemon provides scalable support that allows education providers to increase capacity during peak periods and reduce it when demand normalises. This helps maintain responsiveness and communication standards without committing to additional long-term headcount.

Our teams operate as an extension of your admissions, finance, and administrative functions, following your term dates, admissions criteria, fee structures, and escalation pathways. Enquiries are handled consistently, information is captured accurately, and more complex matters are routed promptly to the appropriate internal teams.

Mobilisation is carefully managed with a dedicated account manager overseeing onboarding and ongoing optimisation. Our operators work directly within your school MIS, CRM, or admissions platforms, ensuring all interactions are logged transparently and in line with agreed processes. This is supported by quality assurance, recorded calls, and structured reporting to maintain visibility and control.

In addition to live contact handling, our teams can support administrative activities such as application logging, enquiry tracking, and follow-up coordination, helping schools manage demand efficiently while protecting internal resource.

“ At Lemon, we provide flexible, scalable enquiry handling that helps education providers manage seasonal demand confidently, while keeping costs proportionate and controlled. ”

Martin Anderson
Co-Founder & CEO





WHAT WE DO

Call Answering

We provide structured, UK-based call answering for schools and education providers, handling enquiries from parents, prospective families, and students during term time and peak admissions periods. Calls are managed in line with your defined processes, ensuring information is captured accurately and passed promptly to the appropriate admissions, academic, finance, or administrative teams.



Email Management

We manage incoming emails from parents, applicants, and internal teams, ensuring enquiries are reviewed promptly and handled in accordance with agreed workflows. All communications are logged accurately within your MIS or CRM systems to support continuity, traceability, and effective follow-up.

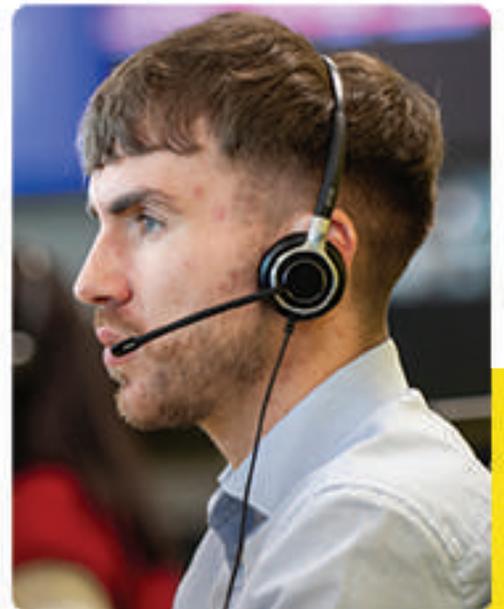


Messaging Apps & SMS

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 across parent and student communications.

Web Messaging

We can manage web-based enquiries received through your website, providing a structured channel for admissions questions, general enquiries, and non-urgent requests. Interactions are handled in line with agreed procedures and logged accurately to ensure consistency across administrative 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 enquiry logging, application tracking, follow-up coordination, and routing requests to the appropriate internal teams, helping reduce pressure on permanent staff while maintaining 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 EDUCATION PROVIDERS

Admissions & Enrolment Support

During peak admissions periods, enquiry volumes increase significantly. Lemon supports admissions teams by managing initial enquiries, capturing applicant details, logging interactions within your CRM or admissions systems, and ensuring follow-up actions are clearly recorded. This helps prevent missed opportunities while maintaining consistent communication standards.

Structured Enquiry Handling & Escalation

Our trained operators follow agreed scripts and guidance to ensure enquiries are handled consistently and in line with your policies. Routine questions are addressed where appropriate, while more complex or sensitive matters are escalated promptly to the relevant admissions, academic, finance, or administrative teams.

Web Messaging & Digital Enquiries

We can manage web-based enquiries received through your website, supporting online schools and digitally focused providers in particular. Enquiries relating to applications, term dates, fees, or general information are handled consistently and recorded accurately within your platforms.

Administrative & Back-Office Support

In addition to live contact handling, Lemon provides business process outsourcing support for education providers. This can include enquiry logging, application tracking, document follow-up coordination, and routing queries to academic, finance, or pastoral teams in line with defined processes. This helps schools manage demand efficiently while keeping internal resource focused on core educational delivery.

Secure, Integrated & Scalable Service Delivery

We can operate within your approved MIS, CRM, and admissions platforms, logging interactions accurately and in real time. Operating to recognised quality and information security standards, ISO 9001 and ISO 27001 certifications, we enable education providers to scale support flexibly while maintaining data security, governance, and cost control.



TECHNOLOGY

Lemon Contact Centre uses technology to support reliable, scalable enquiry handling for schools and education providers operating in seasonal, deadline-driven environments. Our systems are designed to manage fluctuating enquiry volumes during admissions cycles, open days, enrolment periods, and examination results, when parent and prospective student contact increases significantly.

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 scalable voice and digital channel management, call recording, and structured reporting, ensuring parent and student interactions are captured accurately and service performance remains visible during peak periods.

We work directly within your approved MIS, CRM, and admissions platforms, ensuring enquiries, applications, and follow-up actions are logged accurately in real time. By operating inside your existing systems rather than introducing parallel processes, we help maintain a single, consistent record of communication across admissions, finance, and administrative teams.

Structured workflows and knowledgebase tools guide agents through agreed scripts, term dates, admissions criteria, and escalation pathways. This supports consistent information capture, accurate categorisation of enquiries, and appropriate routing to academic, finance, or pastoral teams.

To strengthen oversight, we deploy AI-enabled quality monitoring tools that review interactions for adherence to agreed scripts, escalation processes, and communication standards. This enhances quality control, supports service consistency, and helps identify recurring themes across admissions and term-time activity.

Our technology estate operates in line with recognised quality and information security standards, including ISO 9001 and ISO 27001 certifications. This enables education providers to scale support confidently in line with demand while maintaining governance, data 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 reliable support for our admissions and parent enquiries, integrating seamlessly with our systems and processes. Their flexibility allows us to manage peak periods effectively while keeping staffing costs aligned to demand. ”

**Director of Admissions
Independent School**



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

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