



Lemon

**A LEADING CONTACT CENTRE  
FOR SECURITY SERVICES**



# OUR EXPERIENCE

Lemon Contact Centre is a UK-based, 24/7 contact centre with over 20 years' experience supporting security providers operating across manned guarding, alarm monitoring, and mobile response environments. We deliver resilient daytime and out-of-hours contact handling that strengthens operational control, incident response, and client communication.

Established in 2003, Lemon was founded with a commitment to delivering dependable, high-quality service in complex and time-critical environments. Our teams are highly experienced in managing sensitive and high-priority interactions, including alarm activations, incident notifications, escalation handling, and communications with front-line security personnel and duty managers.

Partnering with Lemon enables your organisation to extend its security operations without compromising control or visibility. Our operators function as an extension of your control room and operational teams, following your escalation protocols, site instructions, and response procedures precisely. This ensures continuity of service and consistent decision-making across all hours of operation.

Lemon provides a structured and low-risk onboarding process, supported by a dedicated account manager from day one. Our operators are fully trained on your systems, procedures, and client requirements, and can log incidents, activations, and actions directly into your existing alarm monitoring, workforce management, or incident management platforms. All activity is supported by transparent reporting, rigorous quality assurance, and recorded calls to support compliance and audit requirements.

To support rapid and effective incident handling, our teams are equipped with bespoke operational tools, including Lemon's advanced diagnostic system and a comprehensive, client-specific knowledgebase. These tools enable fast triage of alarms and calls, accurate prioritisation, and appropriate escalation to mobile response units, keyholders, or on-call management, reducing unnecessary dispatches and operational friction.

In addition to live call handling, Lemon delivers business process outsourcing (BPO) support tailored to security operations. This includes administrative support for guard scheduling, incident reporting, client communications, and back-office control room functions, helping ensure that operational workflows remain efficient, compliant, and responsive at all times.



***“ Here at Lemon, we pride ourselves on our ability to support the security industry with 24/7 customer services designed to enhance operational efficiency and deliver seamless assistance to clients and security personnel. ”***

**Martin Anderson**  
Co-Founder & CEO





# WHAT WE DO

## Call Answering

We combine cutting-edge technology with the passion and professionalism of our agents to deliver a responsive and professional service. Our approach enables real human connections powered by real conversations, with a focus on readily available, timely support for security providers managing alarm activations, emergency calls, and operational queries.



## Email Management

At Lemon, we help you harness the power of email to enhance communication efficiency and improve the overall client and operational experience. Our team handles incoming emails promptly and professionally, ensuring that communications from security personnel, clients, and partners are responded to with the same care and attention as our phone services.



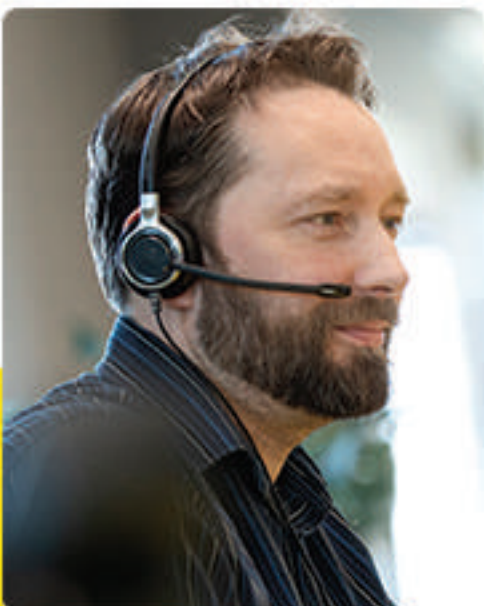


## Messaging Apps & SMS

Messaging apps provide an efficient and secure platform for communicating with security teams and clients. By utilising popular messaging services such as WhatsApp and Facebook Messenger, Lemon supports security companies with real-time, convenient communication channels that meet today's expectations while maintaining confidentiality and data protection.

## Web Messaging

We help integrate web messaging into your customer service solutions, enabling clients and security staff to reach out directly through your website. This facilitates real-time conversations without the need for phone calls, providing a convenient communication option that is valued for quick assistance or incident reporting.



## Business Process Outsourcing

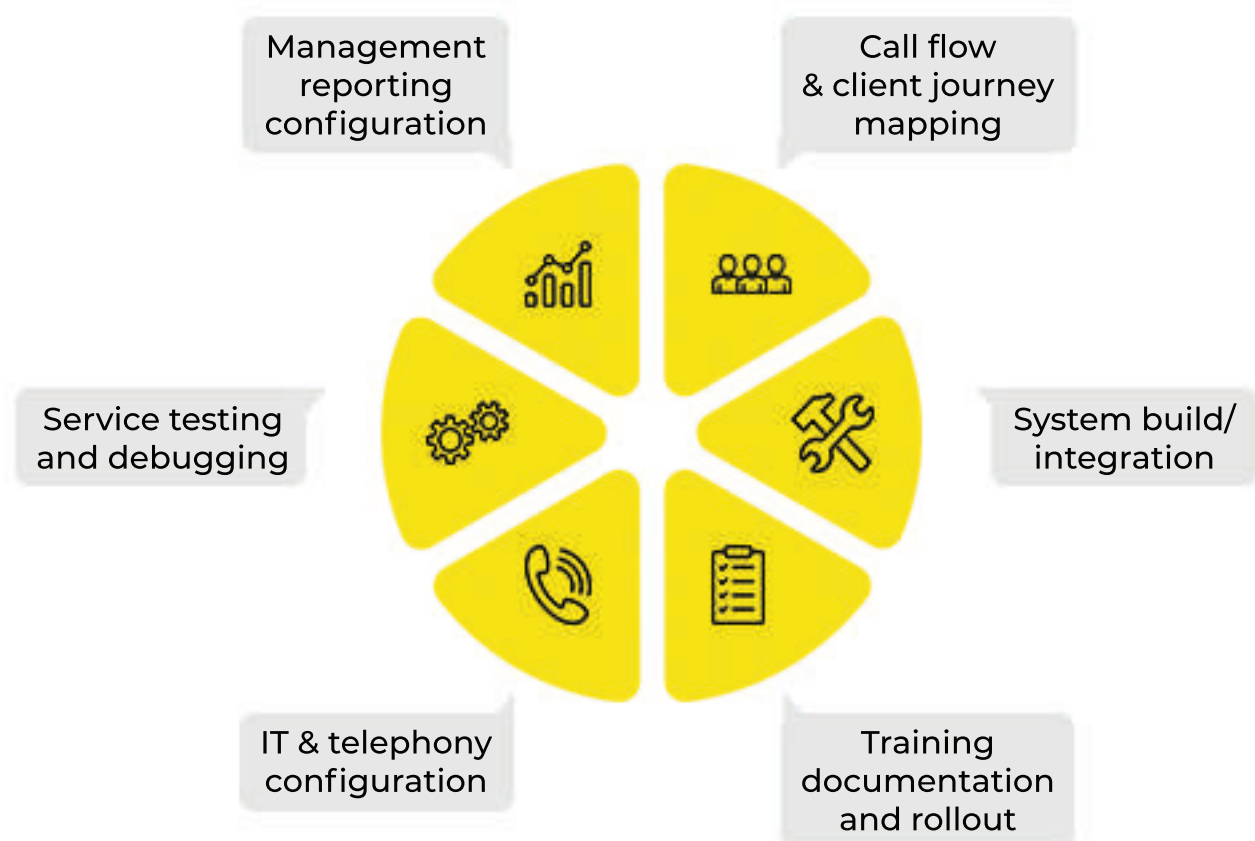
Our business process outsourcing (BPO) services provide security service providers with a comprehensive, efficient solution to manage their customer communications and operational challenges. We take on administrative tasks and back-office functions, freeing up your in-house teams to focus on core security operations while ensuring smooth service delivery.



# 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 SECURITY COMPANIES

## **24/7 Call Answering & Emergency Response**

Lemon provides round-the-clock call answering services to ensure that all security-related calls, including alarm activations, incident reports, and emergency requests, are promptly and professionally handled. This continuous coverage enhances operational reliability and ensures rapid response during critical situations.

## **Scalability & Flexibility**

Lemon's services can be scaled up or down based on the fluctuating needs of the business, such as increased staffing during special events or reduced coverage during quieter periods. This flexibility ensures cost-effective resource allocation aligned with business demands.

## **BPO for Administrative Support**

Beyond call handling, Lemon can manage back-office functions such as scheduling security personnel, logging incidents, and coordinating shift changes. Our team is experienced in working within clients' existing systems, ensuring smooth collaboration and consistent data management. This support frees internal teams to focus on core security operations and strategic priorities.

## **Multichannel Communication Integration**

Lemon supports omnichannel communication including phone, email, SMS, and popular messaging apps like WhatsApp and Facebook Messenger. This allows security providers to maintain seamless, secure, and convenient contact with clients and field staff across multiple platforms.

## **Enhanced Reporting, Quality Assurance, & Compliance**

Lemon offers transparent reporting, call recording, and quality assurance processes that help security firms maintain high service standards and compliance with industry regulations. There is also an option for live dashboard access, providing real-time data. This oversight supports continuous improvement and risk management.





# TECHNOLOGY

At Lemon, we are dedicated to delivering exceptional customer service solutions for the security industry by combining top talent with cutting-edge technology. As part of this commitment, we have made substantial investments in our technology infrastructure to support the unique demands of security operations.

Our 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 advanced technologies empower us to provide unparalleled service, real-time monitoring, and actionable insights tailored to security service providers.

We work closely with security companies to identify and implement the optimal technology solutions needed to deliver exceptional support, whether integrating seamlessly with existing security management systems, alarm platforms, or leveraging our Genesys Cloud platform. Our offerings are enhanced by bespoke tools such as our proprietary database, diagnostics tool, and comprehensive knowledgebase applications designed specifically for security protocols and incident management.

Our technology is built for seamless integration, and our agents are highly skilled at operating across a variety of third-party security systems, ensuring efficiency, accuracy, and adaptability in every interaction. This enables us to support critical functions such as alarm handling, incident escalation, shift coordination, and client communication with agility and professionalism.







# 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.

***“ Partnering with Lemon has transformed our customer service operations and they are an invaluable extension of our team. Their team expertly fault triage our customers, ensuring they get immediate and knowledgeable support whenever they need it. ”***

UK Security Services Firm





# 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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Company Number 05941029 and VAT registration number GB 986 0005 20.**