

## Helping to keep things running smoothly

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Martin Anderson, CEO of [Lemon Contact Centre](#), talks to us about the journey of the business so far, how it's helping FM businesses to keep things on track, and the rising popularity of outsourcing.

Can you tell me a little about the journey of Lemon so far?

Lemon Contact Centre was established in the North East in 2003, when its co-founders began answering out-of-hours calls for local engineering firms, above a garage with just a pen, paper, and a mobile phone. Over two decades later, Lemon has evolved into a multi-million turnover company, employing over 100 colleagues and serving clients across the UK and Europe, all while staying true to our founding values.

Today, we're a trusted partner for businesses across various industries, including facilities management. This sector demands precision, from managing emergency maintenance calls to coordinating preventative maintenance schedules, and we leverage our experience to enable our clients to deliver outstanding service to their customers around the clock.

How popular is customer service outsourcing at the moment?

In the current UK economic climate, marked by rising operational costs following the recent government budget, companies are under significant financial pressure and outsourcing is a viable strategy to mitigate these challenges. By partnering with specialised providers like Lemon, FM companies can reduce costs and alleviate the administrative burden on internal teams, allowing them to focus on strategic priorities. This approach not only enhances operational efficiency but also offers scalability and access to expertise, ensuring that all communications are handled promptly and professionally, which is crucial for client satisfaction.

Do you see this changing any time soon? How?

The FM sector is embracing technology at an accelerating pace, and this will shape outsourcing. Tools like

AI-driven automation and integrated communication platforms are becoming more prevalent, helping FM companies streamline workflows and improve response times.

However, the human touch remains crucial, especially in urgent or complex situations. We anticipate a hybrid model, combining smart technology with skilled professionals, will dominate. Additionally, sustainability and data security will continue to be key priorities, which is why we've invested heavily in ISO certifications and energy-efficient operations.

What common challenges do you face as a business and how do you navigate them?

One of the biggest challenges is handling the unpredictability of demand in FM, particularly during emergencies or seasonal spikes. We overcome this by maintaining a highly trained team and advanced infrastructure that allows us to scale quickly. Another challenge is ensuring accurate, real-time information flow between all stakeholders.

To address this, we use integrated systems and detailed workflows tailored to each client's needs. Our ISO-certified processes ensure we deliver consistently high-quality service, even under pressure.

Can you tell me about any social responsibility strategies you have in place?

We're proud to be a Real Living Wage employer, which aligns with the FM sector's commitment to ethical practices and fair treatment. Our community engagement initiatives include supporting local charities and promoting economic development in the Tees Valley, where we are based. On the sustainability front, we've adopted energy-efficient technologies, minimised paper use, and are exploring ways to further reduce our carbon footprint. These efforts resonate with FM professionals who value partners that share their commitment to social and environmental responsibility.

What does 2025 hold for Lemon? What are the company's goals and aims or the next year?

In 2025, we're focused on enhancing our service offerings to better support the FM sector. This includes investing in advanced communication tools that integrate seamlessly with FM platforms, making it easier to coordinate operations and respond to client needs in real time.

We're also expanding our multi-channel capabilities, such as live chat and messaging apps, to provide more flexibility in how FM companies interact with their clients. Additionally, we aim to strengthen our partnerships in the sector, helping FM professionals deliver exceptional service while staying agile in a rapidly evolving landscape.

Is there anything else you'd like to add?

Facilities management is all about keeping things running smoothly, and at Lemon Contact Centre, we see ourselves as an extension of our FM clients' teams. We understand the high stakes involved and are committed to delivering reliable, responsive service tailored to the unique demands of the industry.

Whether it's handling critical incident calls or day-to-day customer support, we're here to ensure FM companies can focus on what they do best. We're excited to continue supporting the sector with innovative solutions and a steadfast commitment to excellence.