

A forward-thinking authority, Wiltshire Council is committed to finding innovative ways of working that will deliver council services direct to community members, wherever they happen to be.

The Council's busy legal services team shares this vision and undertook a review into its own technological setup to explore ways of working even more effectively.

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“With a heavy and varied workload, it's important that we're able to make the best use of our time. I was looking for a fully integrated legal office system that would allow us to work effectively with full electronic files, provide meaningful management reports and enable us to work remotely. We had an existing case management system but we only used it in a very small way: for time recording, locating files and tracking key dates.

“Procuring via the G-Cloud saved us time and money”

Selecting Iken Case Management was made much easier through our choice of procuring via the G-Cloud. Despite being unfamiliar with G-Cloud procurements I found the framework simple to use and ultimately it saved us time and money.

The support that was provided was very user friendly and we always received clear and honest advice. We had comprehensive support on how to complete the documentation and Iken and the Crown Commercial

Service provided clear explanations if we didn't understand something, which allowed us to make a fully informed decision when it came to signing the agreements.

“Within a month of introducing Iken we stopped storing paper files”

For about six months before implementing Iken we worked to become paper-light by saving our files electronically, and within a month of introducing Iken we were able to stop storing paper files except in very limited circumstances when we need to keep a hard copy of important legal documents.

This freed up a lot of our office support team to take on more work. Rather than just filing, photocopying and printing, office staff can now grow more in their roles, taking a more active part in assisting the fee-earners and becoming more familiar with a wide variety of work.

“Our lawyers have access to all the documentation they need, from anywhere”

Since Wiltshire became a Unitary authority a key focus for the Council has been flexible working and making us accessible to the public. With remote working our lawyers can access electronic copies of documents from home or from the courts. This means that in most cases staff can vary their working times to suit professional needs and don't need an enormous suitcase to carry their papers around with them because they have access to all the documentation they need electronically via Iken.

“Connecting our emails with our cases has made a real difference”

Where Iken’s made a real difference for us is in connecting our emails with our case management. Iken’s allowed us to keep complete electronic files, as opposed to saving emails across to a server or printing and filing a hard copy when they were sent, which we often had to do in the past.

“Iken has helped us to make efficiency gains of over 10%”

Over the last three years we’ve probably seen between a 25-30% increase in demand. Iken has certainly helped us to deal with that increased demand - because of the way that Iken is set up we can now create full cases where the file, all the documents and the Court & Document bundling utility are all part of the same process. It has given us about a 10% efficiency increase due to the fact that people can automatically save all their documents and emails in one place.

“Workflows are our next exercise”

Iken workflows are the next exercise. These will increase our efficiency even further because we can put our templates into our workflows and it will allow us to capture even more information about our performance.

Also, if somebody is on leave or off sick and you’ve got a workflow which identifies the stage the file has reached it will make it a lot easier for the next person to pick the file up, know exactly what progress has been made, and hopefully respond to any queries more efficiently.

I’d say other legal teams should really consider a fully integrated case management system; Iken ticks all the boxes for us, it works very effectively.

For more information please call
08448 933 910
or fill in a contact form on our website.

www.iken.co.uk



Iken Business Ltd
3rd Floor, Suite B One Georges Square
Bath Street, Bristol BS1 6BA



Trading name of SN Registrars (Holdings) Ltd



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