

eastlaw is an award winning legal practice hosted by North Norfolk District Council and created in 2011 to provide legal services to the Council and to other public sector organisations.

“Iken have been a pleasure to work with as a company, however the system really stands out for itself.”

The team has been particularly successful in acting as the legal arm of a Council wide drive to bring empty homes back into use, as well as generating income for the Council and setting up the coastshare group to help charities and other not-for-profit organisations.

We are a busy legal team made up of ten full time equivalent employees who provide a value for money, specialist legal service, striving to meet client needs and expectations while delivering an income to the council.

As a result of this we take a different approach to legal services, combining the best aspects of public sector practice with the efficiency and dynamism of the private sector.

In order to create an efficient, effective and highly regarded service the team decided to invest in paper light technology, including court bundling, to make sure their processes were as efficient as possible:

We set out to find a case management system that would support paper light working with the ability to remotely access matters and that could include court bundling software.

We implemented Iken Case Management several years ago, and following a reduction in our administrative support, we wanted to add a bundling system that would take away the administrative burden of preparing

bundles manually and reduce the last minute panic there can be to include late additions.

Our Iken Case Management system was already proving to maximise efficiency so Iken Court Bundling struck us as the perfect addition to enhance the efficiency and effectiveness of our increasing document bundling processes.

We also had the budget to implement a court bundling system greatly due to the efficiency savings that had been made since implementing Iken Case Management.

“Iken is invaluable for remotely accessing cases”

With the support of modern technology remote working can help your team stay on top wherever they are. Iken has proved invaluable not only for accessing documents from within the office, but also for remotely accessing our cases working from home and from client sites.”

“We can keep up with demand”

The biggest benefit of using Iken and Iken Court Bundling is that it has enabled us to work efficiently and effectively as a team, allowing us to build capacity to undertake more income generating work.

On top of this by using Iken Court Bundling we've managed to keep pace with an increase in demand for bundle preparation, especially for litigation cases, despite a reduction in administrative support within our team.

“Our turnover has increased 300% in the last year”

Since introducing Iken and Iken Court Bundling we have not only been able to reduce our administrative support, but we've also increased our capacity through more efficient processes. This has been a contributing factor in the 300% increase in turnover we've seen in the last financial year.

“Iken really stands out”

We're using Iken to its full potential for what we need it to do, but there is so much more that it could be used for.

I'd definitely recommend Iken as a system, it's met all of our expectations and objectives. Iken have been a pleasure to work with as a company, however the system really stands out for itself.

Case Management

Iken Case Management provides secure central access to all of your case documents, linking them to important contacts and regularly used templates

Court Bundling

Court Bundling takes the pain out of manual bundle assembly by digitally assembling and paginating your bundles, saving time and money and making late additions easy

Iken MI

Iken MI supports reporting across your entire Iken database, including administrative as well as case matters, with the added option of scheduling and grouping reports

For more information please call
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