



Iken Expertise

Improving the productivity of professional teams through smarter working

Iken Expertise is a software application designed specifically for professionals whose businesses rely on their advice and know-how to make optimal commercial decisions.

Iken frees professionals to add even more value to their business by organising the key background tasks associated with their work. Notably; document and email production and filing; managing multiple contacts; workload activity and balancing; key date scheduling and alerts; and management reporting. Iken's integrated approach to information management ensures that joined up working succeeds.

Iken supports a sociable approach to professionalism by providing a cooperative framework to facilitate team working. By tracking all work and activity at the point of production, Iken provides accurate management information, assists with workload allocation and provides audit reports in real time.

Many successful organisations within the corporate and public sectors have selected Iken to build on their achievements. These include Volkswagen Financial Services; Chevron Texaco; the Labour Relations Commission (Ireland); Premier Farnell; the London Borough of Richmond and Sanofi Aventis. All have selected Iken specifically to build capacity and assist in the management of corporate projects, issues and cases.

Iken is ideal for teams operating in professional areas of expertise, these include:

- Legal and Company Secretarial
- Compliance, Audit and Risk Management
- Project Management
- Procurement and Contract Management
- Issue and Complaint Management
- Property and Asset Management

The bottom line

Iken's integrated solution reduces risk and builds capacity by improving the productivity of your team. Staff are free to focus on the value-added aspects of client care.

High Impact Improvements

- **Easy shared access to the complete file history** so that any authorized member of the team can review the position and take appropriate action
- **Emails and documents organized together in one place**, without the need to separately search Inboxes, Sent Items and folders
- **Rapid document and email search and retrieval** by multiple criteria including project; recipient (or sender); date; owner; document type
- **Instant access to historic information** pertinent to the current task
- **Improved risk management** through key date scheduling, reminders, warnings and alerts
- **Consistent implementation of corporate standards** and use of standard documents
- **Improved capacity and a reduction of stress** through automation of background tasks
- **Measurement and audit information automatically captured** as work is done, with accurate real time management reporting





FEATURES AT A GLANCE

- **Powerful database** to store all your internal and external contact details together with their relationship to specific projects
- **Project-centric organisation** manages documents and emails centrally so that all the information concerning a project is in one place. Scanning facilities capture copies of paper correspondence to be stored alongside documents and emails
- **Faster document production** through the use of standard templates and pre-populated fields without the need for retyping. Additional collation capabilities result in efficient report development
- **Diary management** including bring forward dates, reminders and key date scheduling
- **Rapid workflows** for managing standard and regulatory procedures, trading activity
- **Assists with audit and compliance** as information is systematically retained and easily retrieved
- **Management reporting** to monitor trends and support the business case for internal budgets

ABOUT IKEN BUSINESS LTD

With headquarters in Bristol, UK, Iken Business Ltd is a leading supplier of information management solutions for legal, para-legal, corporate governance and case management professionals.

Iken Business Ltd is committed to meeting the needs of public sector professionals using intelligent IT solutions to enhance productivity.

CONTACT US FOR MORE INFORMATION ON

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WHAT OUR CLIENTS SAY ABOUT US

"Iken has played an integral part in improving our internal processes and procedures, freeing up professional staff for more value added work."

Robert Parker, Practice Manager

"Finding and tracking information is so much easier now, even my emails are filed in the right place."

Janet Foster, Legal Secretary

"Iken talked our language, knew our business and their solution has the functionality we need to enhance the service levels of our legal department."

Jill Bell, Lawyer

"My productivity has improved by 30% across the board and as much as doubled for some types of work."

Elise Walsh, Legal Secretary

Head Office

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