



Case Study: Harrogate Borough Council

Using technology to improve systems and procedures was already second nature to Harrogate Borough Council's legal services team, having used case management software since the early 1990s. A decade later, it was time to upgrade to a more flexible, user-friendly system with improved reporting functionality.

Profile

Harrogate Borough Council was awarded 'Fair' status in the CPA inspections, 2004. The Council serves a district population of over 151,000. Harrogate BC's Legal Team is made up of 11 Fee Earners and 5 Support Staff.

Key System Criteria

Already experienced in the implementation of case management software, the project team at Harrogate Borough Council had specific criteria in mind for their new system:

- Increase efficiency throughout the department by freeing fee-earners from time consuming administrative tasks and allowing them to concentrate on the professional aspects of their work
- The interface should be both flexible and user-friendly, making it more engaging to fee earners as well as administrative staff
- Reduce the departmental paper trail and move closer to the 'paperless office' with an integrated email solution built into the case management and time recording system.
- Provide easily accessible and relevant management information

"The Council's policy in terms of IT procurement is to procure systems which are proven in the local government arena and which do not require significant in-house development or customisation."

Implementing Electronic Government Return 2005, Stephen Metcalfe

The Selection Process

The early stages of the procurement process were spent by drawing up specific criteria and seeing what case management systems were currently available. A shortlist was quickly drawn up and 8 vendors were then invited



to tender for the provision of a case management and time recording system.

Iken's Case Management and Time Recording system set the benchmark from the outset by demonstrating how their product met each of the Council's key criteria, instead of trying to ensure a match with a one-size fits all approach.

The project team selected Iken for the following reasons:

- The Iken system was very cost-effective with a clear pricing structure for 16 concurrent user licenses
- The solution itself was user-friendly and also flexible, allowing time items to be amended where appropriate
- Current systems such as Microsoft Office and Outlook are used within the Iken system, ensuring that the transition to a new system was softened by using familiar applications

Iken Benefits at a Glance

- **Integrated time recording**
- **User-friendly interface**
- **Allows users to work in a familiar environment, working alongside Microsoft and existing email applications**
- **Advanced management reporting**
- **Ability for all relevant staff to access case-specific information in a secure password protected environment**

"It was clear from their early demonstrations that the Iken people were prepared to deliver a system that met our specific requirements – they were interested in learning about how we were already working and what our aspirations for a new system were" - Steve Pilling, Practice Manager

"Iken's management information is excellent; it enables us to provide our clients with relevant information in a format that is easily understood. In addition, the integrated time recording facility has been instrumental in efficiency savings within the department, allowing fee earners to concentrate on the professional aspects of their work." - Bob Power, Head of Legal



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