



## Needing to track and monitor resource and spend? Implementing SLA billing for shared services?

### With Iken, you can.

Iken Time Recording Software supports accurate billing and variable charging, allows instant workload monitoring, and delivers the information you need to demonstrate value.

#### BENEFITS AT A GLANCE

- **Improve billing and cross-charging:** record and allocate time against clients, projects or cases
- **Enhance client care,** by enabling internal and external clients to make informed decisions about SLAs
- **Improve workload balancing** with real-time reporting
- **Demonstrate value:** management reporting at the touch of a button
- **Encourage personal time management:** professionals can review their own time allocation and reset priorities
- **Provide flexibility, support multi-tasking** and cater for interruptions and retrospective time recording
- **Easy to use,** multiple stop-watches record the time spent working on a range of different activities listed in your task list

The current economic climate has brought about a number of new organisational approaches aimed at enhancing efficiency and cutting costs. A shared service is one example of this. Whatever your organisation, you are likely to be facing some common challenges, namely how to monitor workload, how to cross-charge internally or externally, and how to demonstrate cost and efficiency improvements.

Time recording software plays a crucial role in enabling organisations to easily track work, perform accurate billing, identify opportunities for greater efficiency, and demonstrate the resulting improvements.

Iken Time Recording software has been developed in conjunction with our large installed base of clients. It delivers seamless, flexible time recording without distracting from more value added tasks.

With Iken the time spent working on emails, documents and items from a task list is recorded and reported. Multiple stop-watches may be set off to reflect engagement in multiple activities, allowing professionals to quickly

stop/start and switch between different tasks.

A full range of management reports provide the tools needed to implement client billing against SLAs and Charging Schedules for both internal and external clients. These clients will also benefit from the information necessary to make informed decisions about service requests and agreements.

Real-time reporting also supports workload monitoring and balancing across the team, in addition to helping to demonstrate efficiencies.

Iken Time Recording Software is available as a stand-alone solution, or as a fully integrated component of Iken's adaptive Case Management software.

When fully integrated with Case Management, time may be recorded and automatically allocated to a client, project or case. Case Management also extends the solution with multiple layers of functionality, including full document, email and information management; target date and contact integration; appropriate levels of automation; and additional management intelligence.

## Investment protection

Your staff will be trained in their own office, 'on the job' and within their normal environment by our experienced trainers to ensure that daily work continues during implementation.

Once installed, Iken Time Recording will be maintained and supported by a dedicated team of service and support engineers, highly rated by clients and independent surveys for their responsiveness and professionalism.

## Other Iken Products

Iken offers a wide range of other software products for use in conjunction with Iken Time Recording:

- **Case Management**
- **Workflows**
- **Scanning**
- **Document bundling**

For more information, please visit our website [www.iken.biz](http://www.iken.biz)

*"As with many organisations, we recharge for the work we complete for other departments, but before we had Iken we were unable to produce bills to ensure we recharged accurately. Now we can run bills from Iken time reports that detail exactly what work has been done for each one."*

*David Bibey,  
Northants Borough Council*

## Contact us for more information

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Or complete the contact form on our website: [www.iken.biz](http://www.iken.biz)

# Iken

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## About Iken Business Ltd.

With headquarters in Bristol, UK, Iken Business Ltd is a leading supplier in information management solutions for public and private sector professionals.

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

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