



Helping busy teams to keep pace with workload

Improving productivity through smarter working

Our clients often tell us that their greatest business challenge is “keeping up with increased workload despite a zero increase in budget or resource.” As a result, they seek an IT solution that addresses the need to enhance productivity and drive efficiency.

With Iken software, clients report that users typically gain a 10% to 20% increase in productivity in addition to:

- **Building capacity** by freeing staff from background tasks so they can focus on the more valuable aspects of their work.
- **Greater consistency** to document and email management, as well as a generic approach to working practices and processes.
- **Information that is quicker and easier to find** with all related information automatically stored in a single repository, helping to keep inboxes under control and eliminating the time spent hunting in personal files and inboxes.
- **Better management information** for monitoring risk, trends to support workload balancing, making the case for budget setting and demonstrating best value to the organisation.
- **Providing continuity of service** to customers or stakeholders, team members can provide instant cover for absent staff members, knowing that they can access the most up to date information.
- **Secure remote access** to support flexible working practices.

The bottom line

Iken software facilitates joined-up working to drive efficiency and enhance the productivity of teams and individual users by 10 to 20%.

FEATURES AT A GLANCE

- **Integrated document and email management** ensures that all the information concerning a particular workset is in one place. Scanning facilities enable copies of paper correspondence to be stored alongside documents and emails. Aids paper reduction programmes.
- **Faster document production** through the use of standard templates and pre-populated fields without the need for retyping. Additional collation capabilities enable efficient report development
- **Shared contact management** with contacts linked to particular sets of work or documents
- **Optional time recording** helps to monitor work and inform appropriate resource and budget decisions
- **Diary management** to flag key dates and events with reminders so that they won't be missed even when staff are absent
- **Workflows** provide appropriate levels of automation, choose from a library of existing workflows or create a customised set
- **Management reporting** using standard or user-defined reporting options to monitor trends and support the business case for internal budgets
- **Aids management and retrieval of information** under the Freedom of Information and Data Protection Acts
- **Supports flexible working practices and aids business continuity** through secure access for remote workers





Easy to use

Iken software is flexible and simple to use, working naturally as you do rather than forcing you to work in a particular manner.

Iken integrates email systems such as MS Outlook and Lotus Notes together with standard office applications including MS Word, Excel etc.

Stress-free implementation

Iken Business is highly acclaimed by all its customers for the high quality of ongoing service and support. Iken software is pre-configured to meet the exact needs of your department and sub-teams with appropriate templates, matter types and precedents. Iken can be in use within six weeks of order and from day one of delivery.

Your staff will be trained in their own office and within their normal working environment by our experienced trainers. Transfer of skills to your team happens 'on the job' to ensure that daily work continues throughout the implementation.

Investment protection

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

About Iken Business Ltd

With headquarters in Bristol, UK, Iken Business Ltd is a leading supplier of intelligent information management and productivity tools for legal, para-legal, corporate governance and project management professionals in the public and corporate sector.

CONTACT US FOR MORE INFORMATION ON

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WHAT OUR CLIENTS SAY ABOUT US

"Iken helps to cut out the drudgery. Eliminating repetition saves time; it's a big deal"

Hugh Peart,
London Borough of Harrow

"As well as being easy to use, Iken is a really flexible system. It allows us to work as we want."

Ben Watts,
Devon & Cornwall Constabulary

"The Iken System has become central to the work of the Commission, resulting in a more professional, efficient and modern service."

Labour Relations Commission
Annual Report

Head Office

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