



## Case Study: Penwith District Council

Increasing responsibilities and volume of work highlighted the need for Penwith's Legal Services department to move from their paper-based administrative systems to an information technology solution. The business case was reinforced by the decision to apply for Lexcel accreditation in 2003, and the scheduled comprehensive performance assessment (CPA) in 2004.

Penwith's choice of Iken for case management and time recording was based both on clear business benefits and Iken's track record and understanding of the public sector's specialist requirements. Additionally, Iken's willingness to collaborate with the in-house IT department to develop an interface with the authority's existing Sun Microsystems ensured compatibility, and demonstrated their customer commitment.

"The management information available from IKEN has enabled substantially better monitoring of workloads and of progress on matters which was very difficult under the old paper based system"

David Hooper, Head of Legal Services

"As our work grows and changes, Iken's flexibility is key to ensuring that we have the tools and information to respond appropriately. Iken stores all the data in one place only, so a complete picture is available to those who need it – there has been a huge improvement in our ability to track progress."

Simon Mansell, Legal Services Office Manager

Within five days of go-live in early September 2002 all twelve staff members were trained on all components of Iken. By working on their own live files, entering data and completing tasks, staff immediately saw how Iken would enable them to work more effectively. After only a brief introduction a new legal trainee, who was not IT literate, was able to produce memos asking for information.

Where previously fee-earners dictated letters, which were then sent to typing, filed and despatched, these are now produced directly in Iken. As a result efficiency has increased, with a better, more responsive service and with information easily shared and immediately available.



“If asked about a file I can immediately see its status on screen. We can give a much quicker service. The system is very intuitive and builds user confidence.”

Simon Mansell, Legal Services Office Manager

Penwith Council, in common with many local authorities, owns numerous parcels of unregistered land. The department's programme of voluntary first-registration is now supported and accelerated by Iken; ensuring forms are filled in uniformly with consistent information and consequent time savings.

Consistency and visibility of information are essential components for risk management and Lexcel accreditation. From February 2003 all departmental files have been Lexcel compliant, managed within Iken's single electronic record. This has enabled working practices to be aligned with e-government and Freedom of Information requirements. Because information is grouped together it can be made quickly available, with sensitive areas appropriately restricted.

“Iken is an excellent administrative tool for any organisation and has transformed the way we work.

The on-going support is excellent. This is an interactive relationship - we are constantly involved as users to make sure that as the department evolves Iken continues to deliver what we need.

Iken are always willing to take that extra step.”

Simon Mansell, Legal Services Office Manager



Penwith  
District Council

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