



Software for Property and Estates Management Teams

Managing information for increased efficiency

Before implementing Iken software, Heads of Property and Estates Management often explain that their most pressing business challenge is the need to enhance operational efficiency: handling more work with the same resources while increasing the worth of the public sector assets in their care. Recommendations in Lord Carter's Public Sector Property Review support the use of IT solutions to enhance efficiency.

Property and Estates teams in a wide range of public sector organisations are increasingly turning to case management software because it goes beyond document management, not only helping them to deal with stacks of property files, but also freeing them from background tasks so that they can focus on more value added work. With Iken Case Management and Time Recording solutions, these teams are able to:

- **Eliminate the cost and complexity** of managing and storing vast numbers of property files, providing a 'paper-light' working environment
- **Ensure that all files are uniquely identified** and appropriately secured for controlled access
- **Quickly locate and access information** to respond to enquiries, regardless of who is in the office
- **Handle increased workload** by automating repetitive tasks
- **Manage risk** associated with key events such as rent reviews and lease renewals
- **Easily share know-how** and become less reliant on the presence of key individuals
- **Access management information** to support decision making and work balancing
- **Demonstrate best value** in maximizing the value of public sector property and land assets

Key features of Iken Case Management for Property and Estates Teams include:

One central location for all documents, including emails, making it easy to manage information and find what you're looking for - all information and communication relating to a property, asset or stakeholder is automatically stored in one location and even physical documents, such as building plans, can be electronically scanned into the system for consistency. This eliminates the need for paper archiving and ensures that documents don't get lost or damaged. Combined with appropriate data protection strategies, documents can be stored for many years if necessary to comply with regulations.

Secure sharing of documents, emails, contacts database and calendar helps to improve responsiveness and resilience – the most up-to-date information is always accessible, so it's easy to cover for absent colleagues. Changes to stakeholder details or other shared information only need to be made once for the whole team to benefit. Secure remote access also supports flexible working and distributed teams.





Integrated diary management ensures that key tasks and events such as disposals, acquisitions, reviews and renewals aren't overlooked, enhancing risk management and allowing team members to pick up crucial work when colleagues are absent.

Automatic population of documents with frequently used information to reduce time spent in data entry – users simply choose an appropriate, customised template which will be pre-populated with their organisation's name/address/logo plus other pre-defined information such as property or asset address, property reference and contact details. The system also indexes documents by multiple criteria, so finding the relevant information when you want it is straightforward.

Workflows providing appropriate levels of automation and freeing staff for more value-added work – multiple levels of automation are available to help standardise procedures and reduce repetitive tasks.

Time recording and flexible management reporting at the touch of a button – analyse trends, monitor workload and plan budgets. Iken Time Recording provides flexible automatic time tracking as you work.

Easy integration into your existing environment, with the flexibility to work as you do – unlike other systems, the Iken system is renowned for fitting with your working practices, rather than forcing you to work in a certain way. Furthermore, it integrates with email systems such as Microsoft Outlook and Lotus Notes, together with standard office applications including Microsoft Word and Excel.

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 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.

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.

CONTACT US FOR MORE INFORMATION ON

t: +44 117 373 0790 or 0845 450 9201 (UK)

e: info@iken.biz

or visit us at: www.iken.biz

Head Office

Iken Business Ltd.
Froomsgate House,
Rupert Street, Bristol,
BS1 2QJ, UK