



## Looking to maintain service satisfaction in the face of resource cuts?

With Iken, you can.

Iken Case Management is just the tool you need to make the most of time and resources to support businesses and consumers through difficult times

### FEATURES AT A GLANCE

- **Manage the flow of intelligence** via a single electronic location for information
- **Liberate team members** from background tasks to use their expertise for more value-added work.
- **Build capacity** to focus on swift intelligence-linked action and service user satisfaction
- **Increase responsiveness:** access information at the touch of a button, no matter who is in the office.
- **Streamline partnership working,** supported by communication audit trails, and integrated contact management
- **Stay on top of inboxes:** all emails stored in the appropriate file.
- **Enhance decision making,** with real-time management information at your fingertips.
- **Demonstrate value** with integrated time recording and management reporting.

With turbulent economic times affecting consumers and businesses alike, the advice, regulation and protection provided by Trading Standards teams has never been more important. But with shrinking budgets and the redistribution of services, maintaining the high level of service user care for which Trading Standards is renowned can be challenging.

Iken Case Management software with integrated Time Recording helps Trading Standards functions tackle this challenge by providing a single central location for storing and managing intelligence, correspondence and complaints. Iken works in conjunction with your existing applications to deliver increased responsiveness, greater team capacity and improved resilience.

Using Iken, all incoming and outgoing intelligence, regardless of source or document type, can be stored in complete electronic files, where it is easily accessible by all appropriate personnel. A sophisticated search function allows you to find what you need in moments, allowing swift action while intelligence is still fresh, even if key officers are absent or elsewhere.

Partnership working with neighbouring authority teams,

specialist divisions and voluntary bodies is strengthened and streamlined via the maintenance of complete communication audit trails, while complete contact records held centrally and linked to the relevant files make it easy to correspond with partners, traders and consumers alike.

Iken takes the headache out of document creation: documents and emails are produced in context, automatically populated with frequently used information such as contact details and unique references, and indexed at the point of production for easy retrieval later. A customised library of standard documentation and advisory documents makes updating literature in line with legislation a quick and simple task.

The result is a reduced administrative workload, which for our local government clients typically produces capacity increases of 10-20%, freeing your team to use its expertise where it matters most: protecting and serving the public.

Integrated time recording and real-time management reporting give managers the tools they need to monitor team workload and set priorities, whilst also providing the facility to report efficiently to divisional heads and external bodies.

## Adaptive - Iken works as you do

Unlike similar systems, Iken Case Management allows Trading Standards officers and their support staff to continue to operate naturally. That is, Iken reflects the way in which you prefer to work and organise your activities, rather than forcing you to follow system-led processes.

## Continue to use standard applications

Iken integrates seamlessly with standard email applications including Microsoft Outlook, IBM Lotus Notes and Novell GroupWise.

The Iken client for Windows is compatible with all currently supported Microsoft Windows operating systems designed for desktops and laptops and automatically integrates with most Microsoft Office applications Word, Excel, PowerPoint (versions 2000 or later), as well as Adobe Acrobat..

## Highly configurable

Iken is pre-configured to meet the exact needs of your team with appropriate branding, templates, file types and precedents. Iken can be installed and in use within six weeks of order, and from day one of delivery. We work closely with internal IT functions to ensure that all organisational and implementation requirements are met.

## 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 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.

*"With the complete electronic file in Iken, we've always got access to the latest information and can update people in seconds. They hugely appreciate this, and as a result our satisfaction ratings have increased by 50%!"*

David Bibey, Northampton Borough Council

## OTHER IKEN PRODUCTS

Iken offers a wide range of other software products that may be integrated with the Iken Case Management, including:

- Time Recording
- Workflows
- Scanning
- Redaction
- Document bundling

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

## Contact us for more information

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Email: [info@iken.biz](mailto:info@iken.biz)

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 whose know-how is crucial to their organisations' success.

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

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