



Case Study: Volkswagen Financial Services (UK) Limited

In August 2006 the innovative in-house legal team of **Volkswagen Financial Services (UK) Limited (VWFS UK)** implemented the Iken Matter Management suite in order to gain greater efficiencies and enable its lawyers to spend more productive time on value-added customer service.

VWFS UK employs nearly 400 staff with its corporate headquarters in Milton Keynes. For over a decade this wholly owned subsidiary of Volkswagen Financial Services AG has managed the financial agreements of over 180,000 live customer accounts, and supported around 750 retailers of Volkswagen Group brands. As well as the Company's comprehensive range of retail finance products, VWFS UK offers insurance products, wholesale funding (for retailer vehicle stocks) and fixed-cost maintenance plans.

VWFS UK employs a focused in-house legal team to manage all of the legal aspects of retail contracts, commercial agreements, insurance contracts compliance, data protection, money laundering and customer disputes. Providing legal support for such a wide range of industry leading financial services is challenging, requiring the team to stay on top of changes to financial legislation, mounting legal paperwork and a heavy workload brought about by multiple clients. Like many in-house legal teams, the VWFS UK legal team is constantly under pressure to provide increasingly high value service to clients without additional resources.

"I felt very comfortable working with Iken. As the market leader in local government legal solutions, Iken is an established provider with a good track record and large user base. Iken's legal expertise has delivered a matter management suite that is tailored to meeting the needs of in-house legal departments like ours at Volkswagen Financial Services (UK) Limited."

Wayne Gibbard, Head of Legal Services and Compliance

The Iken Solution

Wayne Gibbard needed a solution that would enhance the efficiency of his highly capable team, freeing his lawyers to focus on more value-added and productive tasks. This solution presented itself during Spring 2006 when the team viewed a demonstration of Iken's Matter Management Suite.

Unlike case management systems that have grown out of private practice legal accounting solutions and process-led work, Iken provides an integrated legal matter, file and document management system that was



designed for the original in-house lawyer, the local government legal professional. Iken Matter Management was launched in 2006 specifically for the corporate in-house lawyer.

Why did VWFS UK choose Iken Matter Management for its legal team?

Iken offered a specialist in-house legal software solution that met both requirements and budget. Iken Matter Management fits in with the existing IT infrastructure – it works with Outlook, MS Word, Excel and other standard software packages and didn't require development from the IT department. There was a clear route for after-sales support included in the contract and encouragement to talk to members of the user group. Iken Business is an established supplier of legal IT solutions with a good reputation.

The team have realised the **key benefits** they were seeking, in particular:

- **It has freed staff from many time consuming background tasks**
Iken delivers greater processing efficiency and therefore better customer service. The software automatically pre-populates document templates, agreements, precedents and workflows. In addition, all documents and emails are efficiently stored and related to the relevant matter so you can easily find them again.
- **Enables remote working**
Iken allows for remote data entry and so supports secure access to documents from home or other remote locations.
- **Iken facilitates a joined-up team approach**
VWFS UK is a multi-functional team; each professional has their own work patterns and requires different types of support and flexibility – Iken is able to deliver this. However, it also facilitates joined-up working with appropriate shared access enabling cover when a staff member is absent and the standard documents and workflows provide greater consistency of advice and approach.
- **Enhanced report generation enables better decision making**
Providing customer and transaction views of projects/matters enables workload trends to be monitored and supports the business case for resourcing and budget allocation.
- **Easy to use with minimum disruptions during implementation**
Iken is easy to use and intuitive – it fits into existing processes and is up and running on the first day, requiring only basic training.

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