



Professional Case Management for Lawyers

Improving the productivity of busy legal practices

Iken Case Management Suite has been specifically designed to enhance the productivity of legal practices. It provides a fully integrated legal case, matter, email and document management system with built-in contact and relationship management, precedents and automated document production with a range of workflows to meet the challenges faced by today's legal professionals.

Iken Case Management is the ideal application for lawyers and other professionals dealing with casework, whether their work is process-led or solicitor-led. It frees busy teams from background tasks so that they can concentrate on client care and professional excellence.

The Iken software will provide all members of the practice with immediate benefits to their daily work, it:

- Enhances customer care through a joined up team approach to client care that ensures continuity of service even when the lawyer is away from their desk with the file
- Frees lawyers and support staff from background tasks, enabling them to focus on the valuable professional aspects of their work
- Keeps you on top of emails and other documents keeping inboxes under control and eliminating time spent tracking down the right information
- Provides management reporting for monitoring trends, to support workload balancing and forward planning

The bottom line

Iken's integrated case and matter management will enhance the productivity of your legal practice, enabling you to focus on the more value-added aspects of client service.

FEATURES AT A GLANCE

- **Powerful database** to store all your contact details (clients, experts, solicitors, counsel etc.) together with their relationship to specific cases
- **Case-centric organisation** - store documents & emails centrally so that all the information concerning a project or case is in one place. Scanning facilities enable copies of paper correspondence to be stored alongside documents and emails
- **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 and court bundling production
- **Diary management** including bring forward dates, reminders and key date chain management
- **Library of workflows** including a range of legal, finance, audit, debt recovery, housing and human resources workflows
- **Automated time recording** - fully Lexcel compliant.
- **Management reporting** supports resource and budget planning





Easy to use

Iken Case Management is flexible and simple to use. It works naturally, reflecting the ways that lawyers and their support staff work.

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

Stress-free implementation

Iken Business is highly acclaimed by all our customers for our ongoing service and support. Iken is pre-configured to meet the exact needs of your practice with appropriate templates, branding 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 in information management solutions for legal, para-legal and finance professionals.

Iken Business Ltd is committed to meeting the needs of legal professionals using intelligent IT solutions to enhance productivity.

CONTACT US FOR MORE INFORMATION ON

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WHAT OUR CLIENTS SAY ABOUT US

"Iken is an excellent case management tool for any organisation and has transformed the way we work."

Simon Mansell, Solicitor

"When clients telephone I can immediately see what has been done. There's no need for the person to 'hold the line' it's all on screen just a click away. I can give a much better and quicker service"

Diana Hanna, Legal Assistant

"Iken is magic. It is so easy to use, it works just like I do and it helps me to be more productive"

April West, Solicitor

Head Office

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