



Empowering Legal Services Through Modernisation

Staffordshire County Council's Journey to Iken Cloud

Staffordshire County Council transitioned to Iken Cloud to improve remote access, enhance reporting, and reduce ICT reliance, ensuring a scalable, future-ready system that aligns with their evolving legal service needs.

employees
48

users since
2017

sector
Local
Government

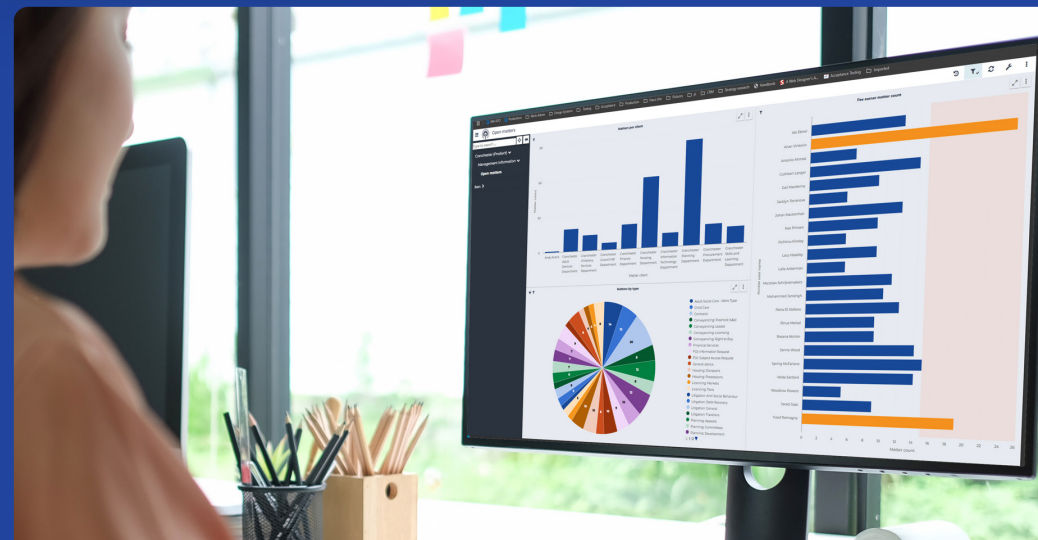


Embracing the Cloud with Seamless Migration



< Today's target >

5 /10hrs





Enhanced Agility and Scalability

Iken Cloud's browser-based system enables secure remote access, faster onboarding for staff, and seamless collaboration for large teams. Its scalable infrastructure supports concurrent users without compromising performance or reliability.



Future-Ready System

Regular updates and planned integrations with tools like SharePoint ensure Iken Cloud evolves with user needs. The modern, intuitive design aligns with long-term goals, providing flexibility and reassurance for sustainable growth.



Modernised Reporting Tools

Dynamic dashboards offer real-time insights, data visualisation, and drill-down capabilities. These tools have streamlined decision-making, empowered fee earners to manage their time independently, and reduced reliance on support teams for reporting tasks.



Collaborative Migration Process

Staffordshire County Council worked closely with Iken to map workflows, clean data, and customise the system. This collaborative approach ensured a smooth transition while introducing efficiencies tailored to the team's specific requirements.

Supporting a Flexible, Modern Workforce

Staffordshire County Council recognised the growing need for flexibility within its legal services team. As with many organisations, remote working became a priority during the pandemic, and the previous system struggled to provide the necessary accessibility and performance for a dispersed workforce. This highlighted the need for a solution that allowed seamless access, regardless of location, and could support the growing trend of hybrid working models.

Iken Cloud delivered a browser-based system that enabled secure, continuous access to legal cases and documents. This capability has been transformative for staff and new starters, who can now onboard quickly without extensive training. The system's customisable interface allows team members to tailor their views and workflows, ensuring the technology works in harmony with individual roles. Additionally, the ability to support high levels of concurrent access without performance issues has given the team confidence in its scalability, no matter the demand.



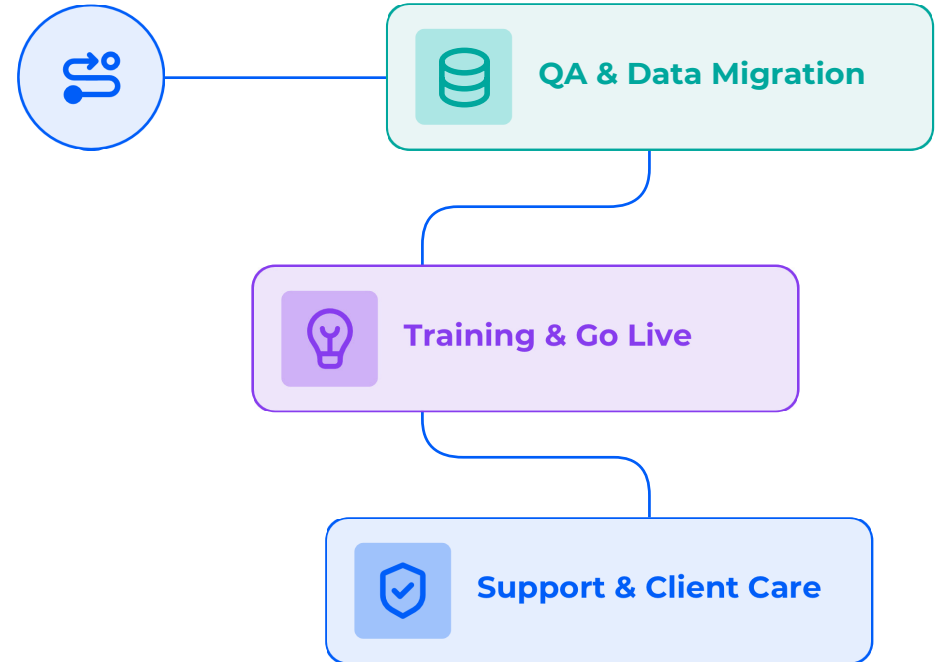
“IKEN CLOUD HAS MADE FLEXIBILITY A REALITY FOR OUR TEAM. WHETHER IT'S ONBOARDING STAFF OR SUPPORTING REMOTE WORK, THE SYSTEM ENSURES PRODUCTIVITY WITHOUT COMPROMISE”

— PAULA DALTON, LEGAL SERVICES MANAGER

Streamlining Data Migration and Tailoring Workflows

Migrating over 12 years of information was a significant challenge for Staffordshire's legal services team. They needed to ensure that critical data, workflows, and user preferences were transferred accurately while also taking the opportunity to modernise processes. The complexity of this task was compounded by user concerns about maintaining familiar structures and ensuring that no essential information was lost.

By working closely with Iken's migration experts, Staffordshire tailored their system to retain the workflows that worked while introducing additional efficiencies. The process included mapping existing data, cleaning up outdated records, and creating bespoke workflows to meet specific needs. Familiar folder structures and terminology were preserved where necessary, easing the transition for users. This collaborative approach ensured that the migration wasn't just a transfer of data but an opportunity to improve the team's operations significantly.



“THE MIGRATION PROCESS ALLOWED US TO REASSESS AND OPTIMISE OUR WORKFLOWS. IKEN’S SUPPORT WAS CRUCIAL IN HELPING US NAVIGATE SUCH A LARGE-SCALE PROJECT WITH CONFIDENCE”

— STUART BETTS, BUSINESS TEAM MANAGER (LEGAL)

Revolutionising Reporting and User Adoption

The Council's reporting needs had outgrown the management information tools offered by their previous system. The team required a more dynamic way to interact with data, moving beyond basic reports to tools that could visualise trends, provide actionable insights, and support strategic decision-making. Additionally, reliance on the Business Support Team for time recording and reporting tasks created inefficiencies that needed to be addressed.

Iken Cloud's introduction of interactive dashboards has completely transformed reporting for Staffordshire's Legal Services. Fee earners now have direct access to their own data, enabling them to manage time recording independently. These dashboards allow users to drill down into information, offering a clear and intuitive way to explore data without relying on static reports. The system's customisable interface has also improved user adoption, as team members can configure views to match their individual needs.



“IKEN'S DASHBOARDS GIVE US THE ABILITY TO EXPLORE DATA IN REAL-TIME. FEE EARNERS ARE NOW MORE SELF-SUFFICIENT, WHICH HAS FREED UP TIME FOR OTHER PRIORITIES”

— STUART BETTS, BUSINESS TEAM MANAGER (LEGAL)

In conclusion, Staffordshire County Council's transition to Iken Cloud demonstrates how a forward-thinking approach to technology can transform legal operations. By embracing collaboration, modernisation, and adaptability, the Council has addressed long-standing challenges and positioned its Legal Services for continued growth.

Through the adoption of Iken Cloud, Staffordshire has achieved enhanced productivity, improved reporting capabilities, and a system that supports a flexible, scalable workforce. This project has also highlighted the value of working in partnership with a trusted provider to deliver a tailored solution that meets both current and future needs.



IKEN CLOUD HAS MODERNISED OUR WORKFLOWS AND EMPOWERED OUR TEAM. THE SYSTEM'S DESIGN AND FUNCTIONALITY ARE EXACTLY WHAT WE NEEDED TO TAKE OUR SERVICES TO THE NEXT LEVEL."

— PAULA DALTON, LEGAL SERVICES MANAGER



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— STUART BETTS, BUSINESS TEAM MANAGER (LEGAL)

To discover how Iken Cloud can enhance your legal case and matter management, improve productivity, and future-proof your operations, contact Iken

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Action	Reference	Name	Type	Status	Opened
...	pla-dev-008	12 Apple Street, Cranchester, CC10 9AF	Planning: Development	Open	02/01/2024
...	foi-inf-010	FOI - Cranchester Council HR Department - Cha...	FOI: Information Request	Closed	13/07/2021
...	sch-adb-003	Cranchester Juniors - Grant Melton	Schools: Admissions Bo...	Closed	06/07/2021
...	hus-dis-006	3 The Grange, Cranchester, CC5 4SP	Housing: Disrepairs	Open	22/06/2021
...	sch-adb-002	Cranchester Infants - Mikail Navarro	Schools: Admissions Bo...	Open	21/06/2021
...	hus-dis-005	Crossways, Cranchester, CC14 8HY	Housing: Disrepairs	Open	18/06/2021
...	con-les-010	Hearts Delight, Cranchester, CC15 7HD	Conveyancing: Leases	Open	15/06/2021
...	con-rtb-010	16 Leivers Road, Cranchester, CC14 9JD	Conveyancing: Right to ...	Open	25/05/2021
...	hus-dis-004	14 Sandwich Close, Cranchester, CC20 3QG	Housing: Disrepairs	Open	19/05/2021
...	sch-adb-001	Cranchester Grammar - Freja Hubbard	Schools: Admissions Bo...	Open	17/05/2021