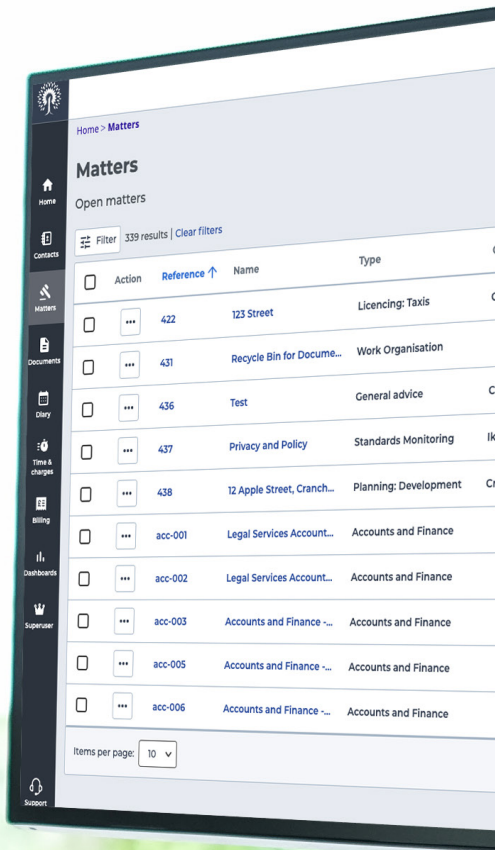




Transforming Public Sector Legal Services through Digital Innovation

Iken – Know What Matters



Letter from the Executive Team



By Tanya Corsie, Stephen Wanless, Phil Coleman, and Zak Chester

The landscape has changed dramatically over the past few years. Pressure from evolving regulatory frameworks, hybrid working expectations, and resource constraints has placed increasing demands on legal professionals to do more with less.

Legal departments are not just administrative support functions — they are central to how councils and public bodies manage risk, uphold compliance, and serve communities. Yet many teams remain reliant on outdated systems and fragmented tools that were never designed to meet today's pace or complexity.

As leaders within Iken, we work with councils and public organisations across the UK who are looking to modernise their legal operations. From these partnerships, one theme is clear: transformation must be built on trust. And trust is earned through delivery.

Public sector legal teams face increasing demands. Evolving compliance requirements, tighter resources, and heightened expectations for service transparency are accelerating the need for change.

This white paper explores how modern legal technology—specifically Iken Cloud—empowers legal teams to modernise case management, strengthen compliance, and improve outcomes.

IN THIS PAPER



Explore the key challenges facing legal teams in local government and the wider public sector.



Discover strategic approaches to digital transformation that centre on compliance, productivity, and accessibility.



See how Iken Cloud delivers real impact: a configurable, secure, and integrated system built for the public sector.



Discover how Iken Cloud supports secure collaboration, centralised case management, time recording, and reporting.



How leading organisations are reshaping legal operations through integration, automation, and strategic reporting.



Public sector teams need tools that are not only compliant and accessible—but also intuitive, integrated, and future-ready.



Tanya Corsie
CEO, Iken

Across local authorities, housing associations, universities, and police services, legal teams are navigating rapid change:

Budget pressures require every hour and resource to be justified.

Remote and hybrid working have exposed weaknesses in legacy systems.

Regulatory scrutiny continues to rise, from FOI and data protection to internal audit requirements.

Digital transformation mandates from central government.

Legacy systems that hamper collaboration, visibility, and integration.

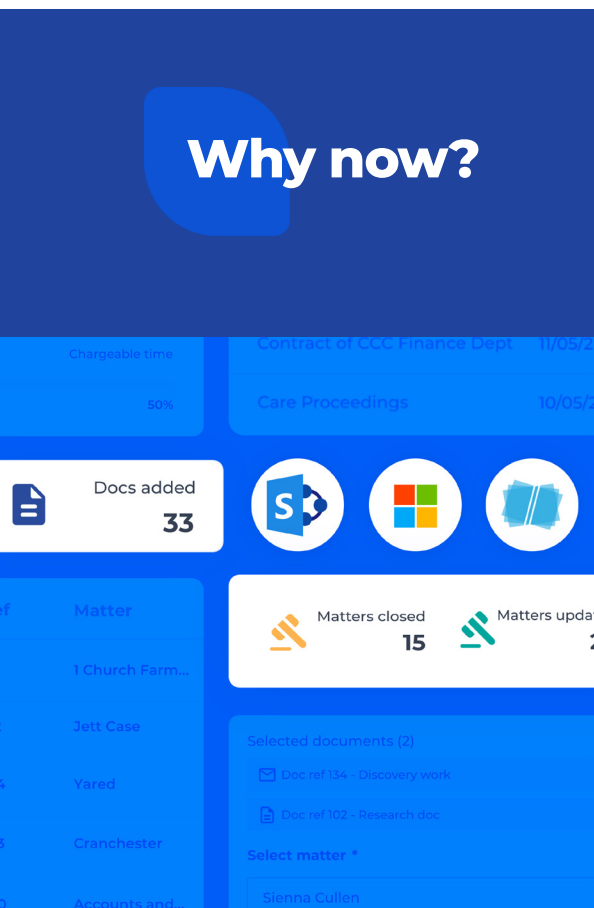
Many legal departments still rely on fragmented tools—spreadsheets for reporting, inboxes for document management, and shared drives with unclear ownership. These inefficiencies increase administrative burden and risk missed deadlines or non-compliance.

Why now?

Digital transformation is no longer optional. Cloud-based, browser-accessible, and integrated systems enable teams to regain visibility, centralise critical information, and support strategic decision-making.

Iken brings two decades of experience supporting public sector organisations through this change—building systems that fit how legal teams work, not the other way around.

Iken Cloud offers a software foundation tailored to these needs—designed specifically for the public sector. With a deep understanding of legal processes and an intuitive portal for internal and external users, Iken is a modernisation partner—not just a supplier.



Key Challenges and Opportunities

Challenge Managing Complex Matters Across Departments

Legal services often span governance, social care, planning, and more. Without a centralised system, managing cases across departments becomes fragmented and inefficient.

Legal cases rarely live in isolation. Teams must coordinate inputs, manage documents securely, and track tasks—without duplicating effort or losing visibility. Challenges include:

Lack of document visibility: Key documents become buried in inboxes or shared drives with unclear ownership.

Duplication of effort: Teams recreate or recheck work that has already been done elsewhere.

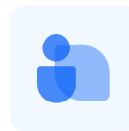
Disjointed progress tracking: It's difficult to gain a shared, real-time view of case progress across stakeholders.



Iken Cloud has given us greater accessibility, flexibility, and centralised control over our matters, documents, and time records.

Lisa Evans, Cardiff County Council

IKEN'S SOLUTION



Product

Matter Management

Everything starts with the case. Iken Cloud provides intuitive, structured matter views that show documents, emails, tasks, time records, and collaborators all in one place.

[Learn more →](#)

Opportunity From Time Recording to Strategic Reporting

Time recording in legacy systems often feels like a compliance chore rather than a business tool. Without clear insights into activity or matter types, data-driven resource decisions become difficult. Challenges include:

Limited visibility on workloads: Team leaders can't see how time is spent across matter types.

Fragmented data reporting: Manual processes result in incomplete or inconsistent metrics.

Missed strategic insight: Time data isn't used effectively to shape resource allocation or budget decisions.



We are now able to record time accurately and remotely, providing better oversight and supporting performance reporting.

Katy Hague, North Lincolnshire Council

IKEN'S SOLUTION

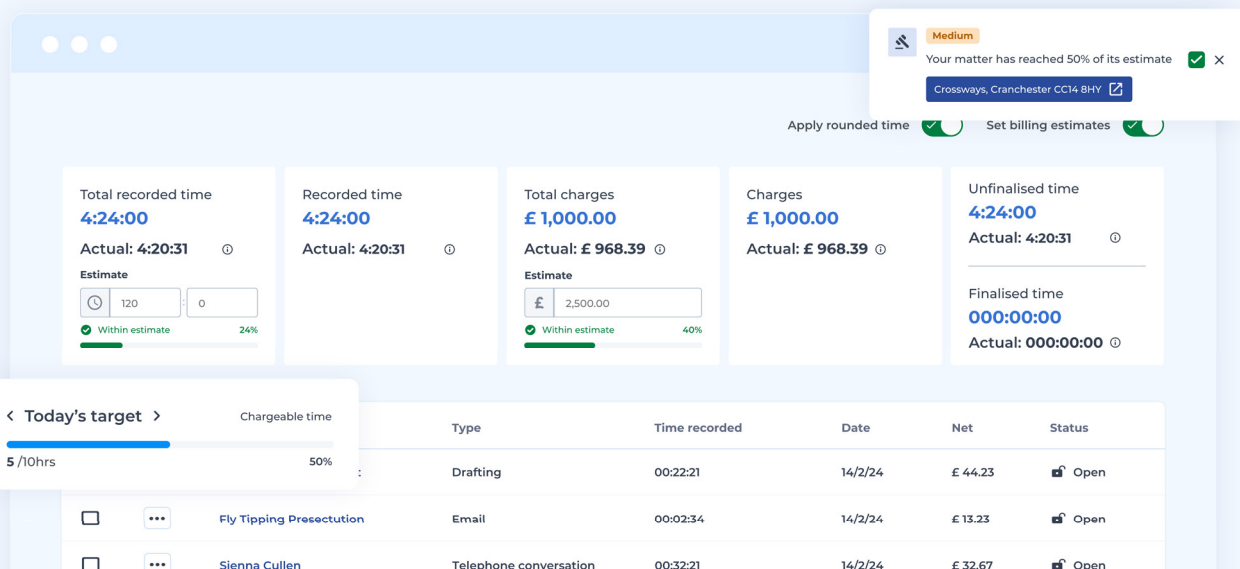


Product

Time Recording

Which integrates seamlessly with Monitoring & Reporting, enabling teams to track performance, allocate resources wisely, and understand cost implications.

[Learn more →](#)



Challenge Integration and Compliance Gaps

Legal teams must produce reliable audit trails, comply with FOI requests, and demonstrate service value. Siloed systems make this harder.

Although legal services often work alongside HR, Finance, and Democratic Services, the lack of integration requires manual duplication, increasing risks and workload. Challenges include:

Manual duplication of data: Teams re-enter data across tools, increasing errors and wasted time.

Compliance risks: Lack of system-wide visibility makes audit trails incomplete or inaccessible.

Increased security vulnerabilities: Disconnected tools create weak points in compliance and data protection.



We now have greater visibility across all work, allowing better risk management, compliance, and more robust reporting.

Kate Moran, Cardiff County Council

IKEN'S SOLUTION



Product

Integration Capabilities

Integration Capabilities link with Microsoft 365, Bundledocs, and more—supporting secure, compliant, joined-up working.

[Learn more →](#)

Selected documents (2)

Doc ref 134 - Discovery work

Doc ref 102 - Research doc

Select matter *

Sienna Cullen

Docs added
33



Microsoft 365



bundledocs

Opportunity Accessibility and Secure Collaboration

Email chains, shared drives, and local folders increase the risk of version control issues and non-compliance. Teams waste time searching for the latest version of documents. Challenges include:

Unstructured file sharing: Documents passed over email or shared drives increase the risk of versioning issues.

Inconsistent external access: Partners and stakeholders struggle to access case files securely and consistently.

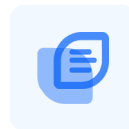
Accessibility compliance risks: Many legacy systems do not meet modern WCAG or browser-accessibility standards.



Iken Cloud has enabled our legal team to collaborate more effectively, access casework securely, and maintain compliance standards.

Lisa Evans, Cardiff County Council

IKEN'S SOLUTION



Use Case

Secure Collaboration & Document Sharing

Provides secure access for internal and external users, complete with audit trails and permission controls.

[Learn more →](#)

Your productivity tools



Microsoft 365



Google Workspace

Your documents



SharePoint



Google Drive



Access to Iken Cloud is via your internet connection



Metadata is securely hosted in Microsoft UK data centres



Access Iken Cloud via your web browser on any device

Strategic Response & Best Practices



Drawing on the experience of hundreds of public sector legal teams, **Iken has identified five key principles that support successful digital transformation.** These foundations address not just operational pain points, but also help organisations build resilience, accountability, and long-term strategic value.

One Centralise Case and Document Management

Legal teams need one reliable location to manage cases, documents, time entries, and communications—complete with full auditability and role-based access controls.

Iken's matter-centric system brings together all relevant content into a single, secure, searchable place. By integrating directly with Outlook, teams can link emails, attachments, and decisions to each case without additional admin. This ensures everyone is working from the same up-to-date information, reducing risk and enabling better collaboration across departments.

EXPLORE



**Streamline
Communication and
Document Handling**

[Learn more →](#)

Two Empower Teams with Configurable Workflows

Every legal service team operates differently. Whether it's handling governance queries, housing disputes, or HR cases, flexibility is essential.

Iken allows teams to design workflows that reflect their internal processes, not the other way around. Using no-code tools, legal teams can automate document generation, task assignments, and status updates. This empowers users to streamline their own ways of working—without needing to rely on developers or IT support.

EXPLORE



**Streamline
Processes & Enhance
Productivity**

[Learn more →](#)

Three Integrate Time Recording into Everyday Work

Time recording shouldn't be a burden—it should be a strategic asset. Iken's system makes time entry a natural part of casework by capturing time during tasks like drafting, reviewing, or attending meetings.

This time data then feeds into real-time dashboards, giving managers the insights they need to understand service demand, forecast capacity, and support budget planning. Teams can also report on productivity, cost recovery, or internal recharging with accuracy and ease.

EXPLORE



Accurately Track Time for Internal and External Reporting

[Learn more →](#)

Four Build Strategic Dashboards & Real-Time Reporting

Reactive reporting isn't enough. Public sector legal teams need live insight into matter volumes, performance trends, and compliance status.

With Iken, dashboards are configured to reflect your organisational KPIs—whether for legal services, HR, finance, or governance. This allows senior managers and caseworkers alike to make informed decisions quickly. Reports can be tailored for internal oversight, external regulators, or strategic planning.

EXPLORE



Gain Full Visibility with Reporting and Actionable Insights

[Learn more →](#)

Five Enable Secure Collaboration with Stakeholders

From in-house lawyers to external counsel, contractors, and clients—legal work today requires safe, seamless collaboration across boundaries.

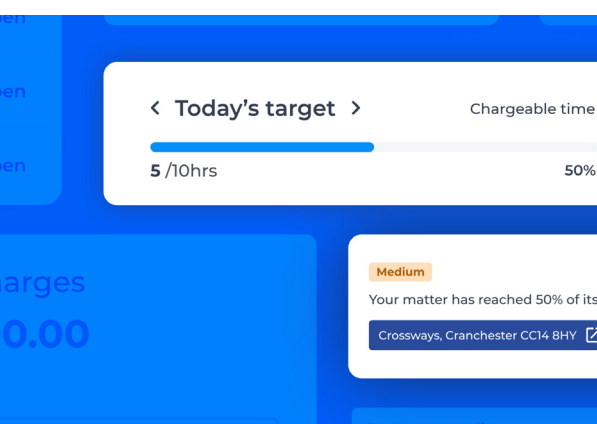
Iken Cloud ensures secure, permissioned access for anyone involved in a matter. Whether it's a housing tribunal partner or a member of the HR team, users get tailored access to the right files, with full audit trails and version control. And because it's fully browser-based, collaboration can happen anywhere, anytime—without compromising compliance or accessibility standards.

EXPLORE



Secure Collaboration and Document Sharing

[Learn more →](#)



Public sector legal teams need more than software—they need systems that reflect how they work. Iken Cloud combines legal expertise with flexible, intuitive technology that meets the real-world needs of councils, legal services teams, and wider public sector organisations.



Real Public Sector Impact

Trusted by Local Authorities,
Legal Teams & Public Sector
Organisations

Proven Results with Iken Cloud



Cardiff County Council

Migrated from legacy systems, centralising work and improving productivity across the legal team.

[Read full case study →](#)

**North
Lincolnshire
Council**

North Lincolnshire Council

Streamlined time recording and document management with browser-based access.

[Read full case study →](#)



West Northamptonshire Council

Enabled consistent processes and clearer oversight

[Read full case study →](#)



Staffordshire County Council

Unified multiple tools into a single, user-friendly interface.

[Read full case study →](#)



**Digital
transformation
isn't just about
streamlining tasks—
it's about aligning
your legal team with
your organisation's
wider strategic
goals.**



Stephen Wanless
CCO, Iken

Implementation Considerations

Successfully transitioning to Iken involves a well-supported and collaborative onboarding process designed with the specific needs of public sector legal teams in mind. Implementation is planned around four key pillars: preparation, migration, configuration, and support.

Preparation and Planning

- ✓ Dedicated onboarding team initiates discovery sessions with stakeholders to assess current processes, tools, and structures.
- ✓ Timeline and responsibilities are clearly mapped out using tailored project plans and success criteria.
- ✓ Access to pre-implementation resources including onboarding guides, checklists, and best-practice templates.

Data Migration and Security

- ✓ Proven migration methodology, with clear scope definition and data quality assessments conducted upfront.
- ✓ Secure migration processes ensuring GDPR compliance, audit trails, and minimal disruption.
- ✓ Support for legacy data consolidation and structure alignment across departments.

Configuration and User Readiness

- ✓ Iken Cloud is configured according to local authority workflows and compliance rules.
- ✓ Custom setup of case structures, access permissions, workflows, and document hierarchies.
- ✓ Role-based training plans delivered via live sessions, video tutorials, and user handbooks.

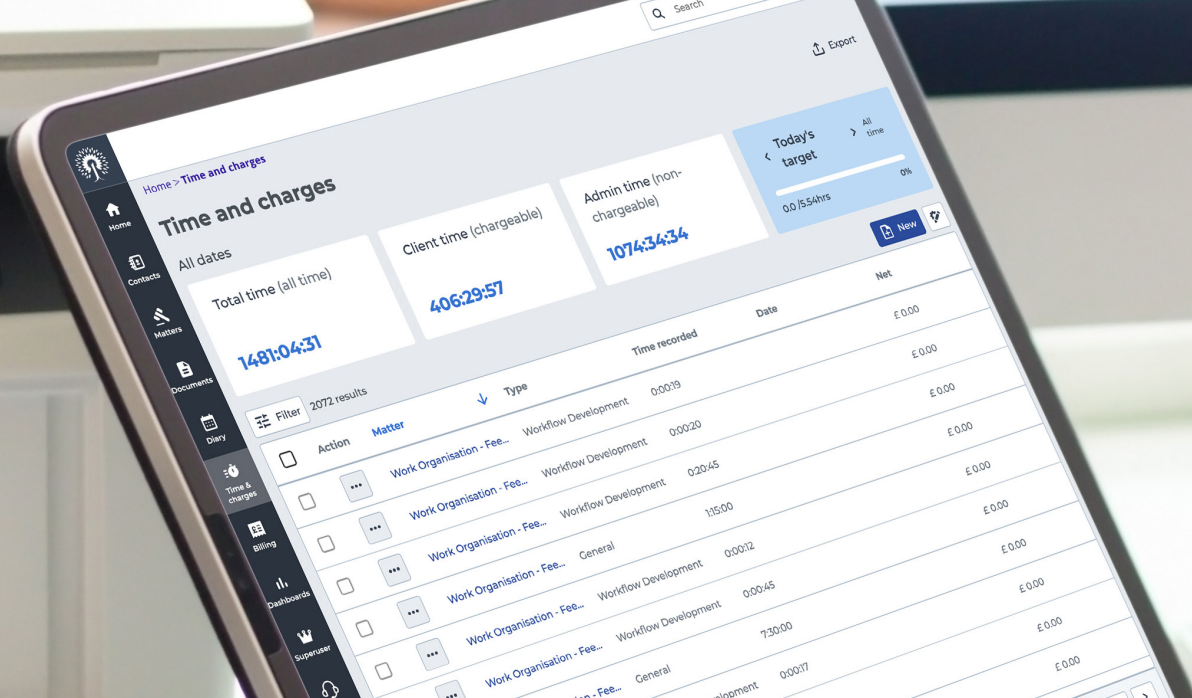
Ongoing Support and Adoption

- ✓ Launch-phase support includes rapid-response service desk, named onboarding contacts, and go-live walkthroughs.
- ✓ Embedded training resources and Help Centre documentation accessible through the Iken Connect Portal.
- ✓ Post-implementation feedback loop to refine setup based on usage insights.

Cloud isn't just about infrastructure. It's about security, resilience, and service continuity.



Phil Coleman
Chief Information Officer, Iken



The Road Ahead

Looking ahead, legal teams will face growing demand for flexibility, insight, and user-friendly collaboration. Iken is continuously evolving to meet this future:

Expanding integrations with third-party legal tech platforms.

Launching new Iken Connect portal for cross-team access and external collaboration.

Exploring AI-assisted tools and insights for future product evolution.

Continuing co-design through Iken User Groups and client partnerships.



Every feature is informed by real user experience – whether that's improving accessibility or refining how teams manage compliance. We're continuously iterating to ensure our technology supports real work.



Zak Chester
Chief Product Officer, Iken

Is your team ready to transform through digital innovation?

Request a personalised consultation with Iken's experts to explore how Iken Cloud can support your modernisation journey.

[Book a Consultation →](#)

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