



Transforming Connectivity into Seamless Case Management

North Lincolnshire Council's Journey to Modern Legal Operations

North Lincolnshire Council modernised legal services by migrating to Iken Cloud, supporting hybrid working, resolving integration challenges, and aligning with its cloud-first policy to enhance case management and legal team productivity.

employees
19

users since
2011

sector
Local
Government



Transforming Legal Services with Cloud

**North
Lincolnshire
Council**



Matters closed

15



Matters updated

27



Improved Hybrid Working

The move to Iken Cloud resolved connectivity issues, enabling seamless working from any location. Integration with Microsoft 365 ensures a consistent experience across devices, supporting the Council's hybrid working model. Staff can now manage cases and access legal management tools reliably, regardless of location.



Future-Ready Technology

The move to cloud hosting aligns with the Council's cloud-first strategy, reducing reliance on local servers and freeing up IT resources for other priorities. By transitioning to a scalable and integrated system, the Council is well-prepared for future technology advancements.



Streamlined Legal Operations

Automated workflows, enhanced reporting tools, and improved document management have simplified processes such as case file management and disbursement tracking. These improvements save time, reduce errors, and provide managers with greater oversight.



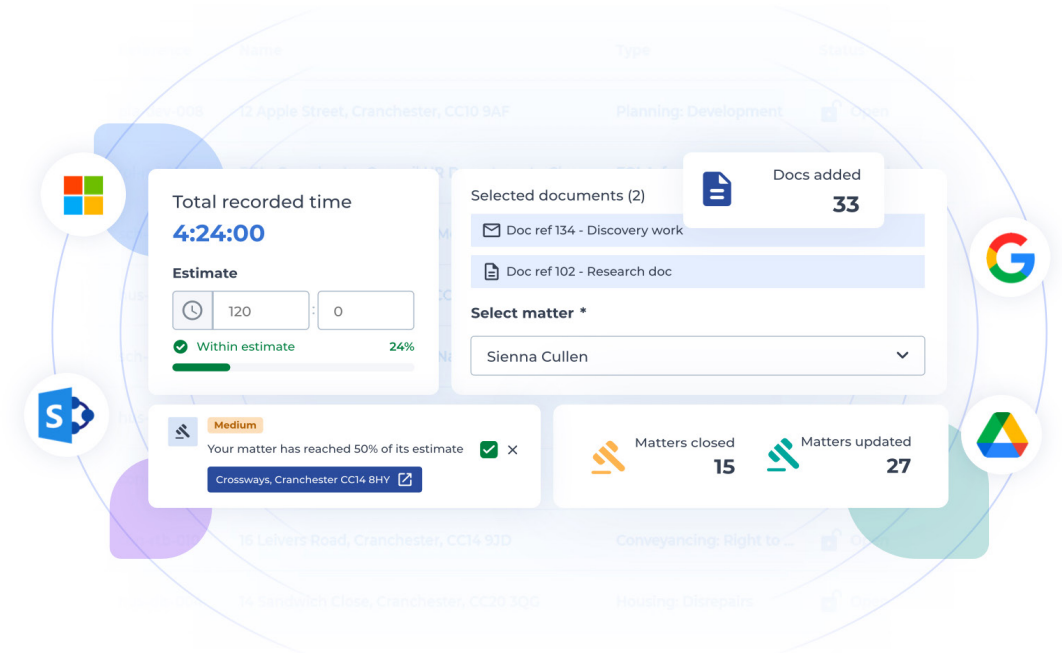
Effective Change Management

Comprehensive communication, tailored training, and post-implementation support ensured high adoption rates and a smooth transition. Regular updates and hands-on sessions helped staff adapt to the system, maximising its potential for managing cases and legal tasks.

Remote Work and IT Challenges

The COVID-19 pandemic highlighted limitations in Iken Desktop, particularly for remote working. The reliance on remote desktop access caused connectivity issues, especially when multiple users logged in simultaneously. Compatibility problems with Microsoft and Adobe products added to the frustration, disrupting workflows and reducing productivity. These challenges persisted as the Council adopted a hybrid working model, creating an urgent need for a more reliable solution.

The transition to Iken Cloud resolved these issues by eliminating the reliance on local servers and enabling seamless integration with Microsoft 365. Legal team members can now manage cases from any location, improving day-to-day productivity. This shift also freed up the Council's small ICT team, allowing them to focus on strategic initiatives.



“REMOTE DESKTOP ACCESS WAS UNRELIABLE, AND UPDATES OFTEN CAUSED PROBLEMS. WITH CLOUD, THESE ISSUES ARE GONE, AND EVERYTHING WORKS BETTER TOGETHER”

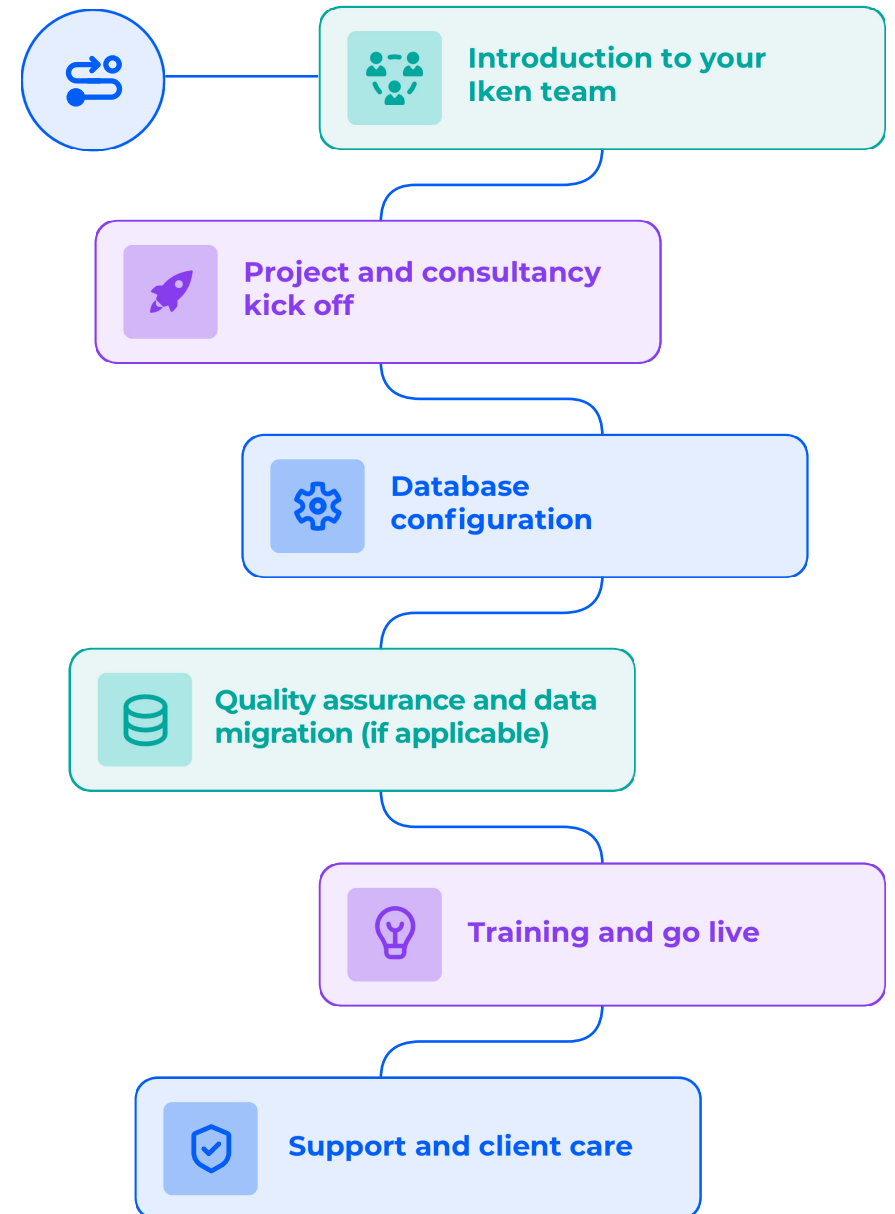
— KATY HAGUE, LEGAL TEAM LEAD

Streamlined Procurement and Collaboration

North Lincolnshire Council's cloud migration was supported by a collaborative and transparent procurement process. The legal and ICT teams worked closely with procurement officers and data protection experts to ensure compliance with the Council's policies. Budget challenges were navigated by reallocating existing funds for desktop support and supplementing these with the Council's cloud migration budget. This strategic approach ensured financial sustainability while adhering to the Council's cloud-first strategy.

Early alignment across departments streamlined approvals, minimising delays and ensuring resources were focused on the right priorities. Collaborative communication with Iken also played a critical role, providing clarity at every stage of the project.

This coordination set a strong foundation for a successful transition, demonstrating the importance of teamwork and clear planning.



Change Management and Team Adoption

Introducing Iken Cloud required careful change management to ensure a smooth transition for the legal team. The system's interface was noticeably different from the desktop version, but its enhanced functionality encouraged acceptance. Comprehensive communication, tailored training sessions, and floor-walking support ensured staff felt confident using the new system. These steps helped minimise resistance and addressed individual learning needs.

The legal team quickly embraced features such as workflows and reporting tools, which improved productivity and provided greater oversight for managers. By maintaining open lines of communication and offering real-time support, the Council ensured that staff could adapt to the system effectively.

This approach not only facilitated adoption but also positioned the team to make the most of Iken Cloud's capabilities.



“THE TRAINING SESSIONS WERE DELIVERED IN MANAGEABLE CHUNKS, MAKING IT EASIER FOR STAFF TO ABSORB THE CHANGES”

— KATY HAGUE, LEGAL TEAM LEAD

In conclusion, North Lincolnshire Council's migration to Iken Cloud highlights the transformative impact of modern legal technology. By addressing critical challenges in hybrid working, operational productivity, and change management, the Council has unlocked significant benefits for its legal team.

Iken Cloud has transformed how the team manages cases and legal tasks, offering tools that simplify workflows, enhance reporting, and improve day-to-day productivity.

With these foundations in place, the Council is well-positioned to continue leveraging Iken Cloud's capabilities, further modernising its legal services for the benefit of both legal staff and their many stakeholders.



THIS TRANSITION HAS NOT ONLY RESOLVED OUR IMMEDIATE CHALLENGES BUT ALSO SET US UP FOR THE FUTURE. IKEN CLOUD IS HELPING US WORK SMARTER, NOT HARDER"

— LISA FREEBORN, ICT APPLICATIONS MANAGER.



THE FUNCTIONALITY IS FAR SUPERIOR. IT'S SMOOTHER, INTEGRATES PERFECTLY WITH MICROSOFT 365, AND HAS OPENED UP NEW POSSIBILITIES WITH WORKFLOWS AND REPORTING"

— KATY HAGUE, LEGAL TEAM LEAD

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

Search



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

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