



# Consolidating Legal Processes Amid Change

## West Northamptonshire Council's Success with Iken Cloud

West Northamptonshire Council was formed in 2021 after merging several borough and district councils into a unitary authority. This brought new challenges for the legal department, including a larger caseload and data migration. To address this, the Council transitioned to Iken Cloud, a flexible, browser-based case management system, offering the scalability, security, and ease of use needed to modernise operations and streamline legal processes.

employees  
56

users since  
2023

sector  
Local Government



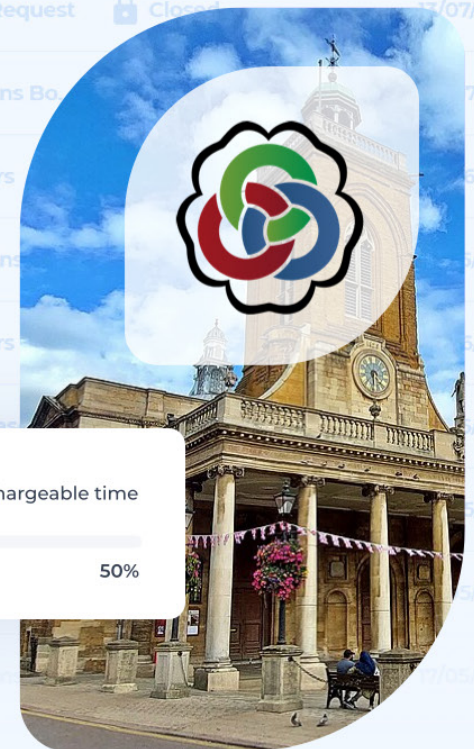
Matters closed

15



Matters updated

27



< Today's target >

Chargeable time

5 / 10hrs

50%



## Seamless Data Migration

West Northamptonshire Council needed to successfully consolidate legal data from three predecessor councils into a single, centralised system. Iken's migration process ensured minimal downtime, allowing uninterrupted access to vital case files and much needed management information.



## Reduced IT Dependency

With Iken Cloud's self-service capabilities, the legal team can manage their user accounts, system settings and updates without IT involvement. This independence has lightened the load on the Council's IT department, enabling the team to make user management adjustments quickly and operate far more efficiently.



## Improved Productivity and Service Delivery

Iken Cloud's intuitive interface and cloud accessibility enables staff to respond to urgent legal matters swiftly and confidently, with the team benefitting from faster case processing, time recording and a reduced reliance on their colleagues in IT for system management, enhancing service delivery and responsiveness to urgent legal matters.



## Business Continuity

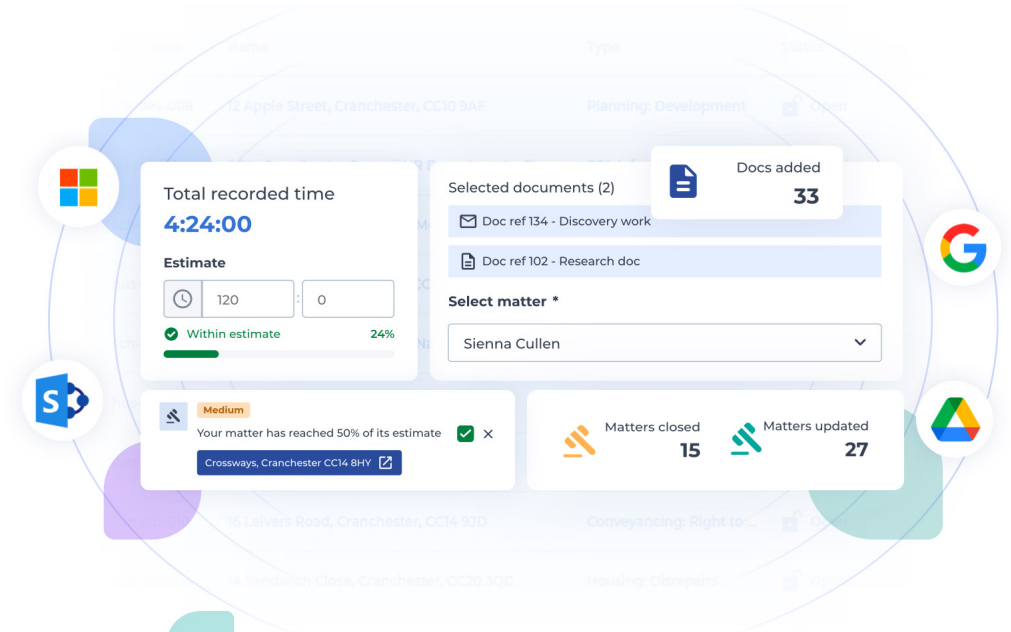
Iken Cloud's cloud-based infrastructure ensures legal work can continue without disruption caused by on-premise server maintenance. This reliability allows the Council's legal team to maintain uninterrupted service delivery, particularly important for time-sensitive case work and court deadlines.

## Scalability and Cloud Adoption

As West Northamptonshire Council became a unitary authority, the scale of its operations has expanded dramatically. The Council's legal team is now responsible for managing a much larger volume of cases across a greater number of departments, all of which required modernising the team's supporting technologies. Moving to Iken Cloud provided the flexibility and scalability needed to handle this increased workload without the limitations of traditional on-premise infrastructure.

Judy Goodman, Legal Practice Manager explains that the Council was looking for a system that would evolve alongside their team and provide long-term stability without requiring frequent upgrades or costly server maintenance.

By adopting Iken Cloud, the Council has embraced a modern, cloud-based approach that aligns with their broader IT strategy of moving away from managing physical servers. This decision not only reduces costs but also ensures that their legal team could work without interruption, even if server issues occurred elsewhere in the Council. This move to the cloud is seen as a crucial step forward in ensuring that the Council's legal team remains adaptable to future growth.



**“WE’VE GONE FROM BEING A SMALL BOROUGH TO A LARGE UNITARY COUNCIL, AND WE NEEDED SOMETHING THAT COULD KEEP UP WITH THE TIMES. IKEN CLOUD ALLOWS US TO DO THAT WITHOUT WORRYING ABOUT SERVERS OR UPGRADES”**

— JUDY GOODMAN, WEST NORTHAMPTONSHIRE COUNCIL

## Efficient Data Migration and Streamlined User Management

One of the biggest challenges for West Northamptonshire Council was consolidating legal data extracted from the previous systems of Northampton BC, South Northamptonshire and Daventry DC into one centralised database. Iken's expertise in data migration ensured that this process was managed successfully and without disruption to the legal team's day-to-day work. Judy noted that the migration was managed with clear communication and a well-structured project plan, making what could have been a difficult transition much easier to manage.

In addition to the data migration, Iken Cloud's self-service capabilities have allowed the legal team to manage user accounts and system updates independently, freeing up IT resources. This is particularly important for a fast-growing council, as it has allowed the legal team to respond quickly to staffing changes without needing to wait for IT support.

This flexibility in user management is a prime example of how Iken Cloud empowers legal teams to be more productive and independent, enabling them to focus on legal matters without being delayed by technical issues.



**THE MIGRATION FROM SOUTH NORTHANTS WAS REALLY EASY... CONSIDERING THE LARGE NUMBER OF FILES AND DOCUMENTS, THE DOWNTIME REALLY WASN'T LONG"**

— JUDY GOODMAN, WEST NORTHAMPTONSHIRE COUNCIL



**WE CAN SET UP OUR OWN USERS NOW, WHICH MEANS WE DON'T HAVE TO INVOLVE IT AT ALL. THAT'S BEEN A HUGE HELP"**

— JUDY GOODMAN, WEST NORTHAMPTONSHIRE COUNCIL

## Training and User Adoption

For a legal team with many long-serving staff members, transitioning from their familiar desktop system to a new cloud-based one was a significant change. Iken recognised the importance of providing tailored support and training to ensure a smooth transition. Judy praised Iken's approach to training, particularly the live training sessions and the ability for staff to ask questions in real time. This hands-on support helped staff quickly gain confidence in using the new system, making the transition far smoother than anticipated.

By recording these sessions, Iken ensured that new staff members could easily access training materials, which was invaluable as the Council's legal team expanded. Judy noted that many of the new starters found Iken Cloud much easier to use than other systems they had encountered, which significantly reduced the time needed for onboarding and training.

This focus on user-friendly design and accessible support showcases Iken's commitment to ensuring that its clients feel well-supported throughout the adoption process, helping legal teams work more effectively from day one.



**Roger Taylor**  
IT & Compliance Manager



**ROGER WAS GREAT AT TRAINING —  
HE DIDN'T RUSH IT AND MADE SURE  
EVERYONE UNDERSTOOD. THE VIRTUAL  
TRAINING ROOM WAS INVALUABLE”**

— JUDY GOODMAN, WEST NORTHAMPTONSHIRE COUNCIL

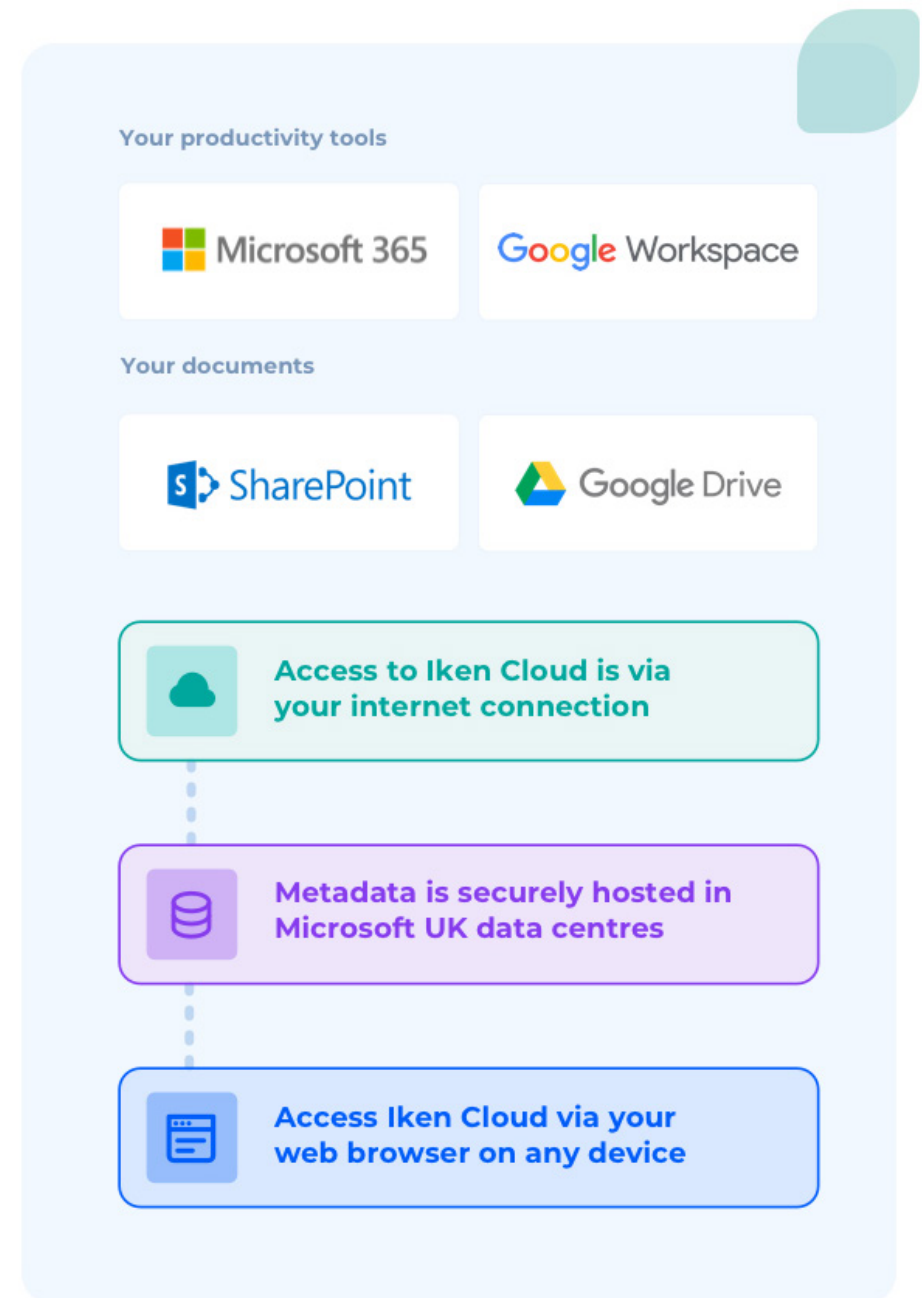
**In conclusion, West Northamptonshire Council's transition to Iken Cloud has been a transformative experience, providing the legal team with a modern, reliable, and scalable system to manage their growing caseload.**

Iken Cloud has enabled the Council to consolidate legal data from multiple sources, improve productivity through self-service management, and maintain business continuity even in the face of technical challenges. With expert support and tailored training from Iken, the Council's legal team is now well-equipped to handle the demands of their expanding operations while working more productively and securely.



**THE TRANSITION TO THE CLOUD HAS BEEN SMOOTH, AND WE'VE SEEN HUGE BENEFITS IN TERMS OF PRODUCTIVITY, USER MANAGEMENT, AND SYSTEM RELIABILITY"**

— JUDY GOODMAN, WEST NORTHAMPTONSHIRE COUNCIL



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

Search



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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