



Transforming Legal Operations with Modern Technology

Cardiff County Council's Success with Iken Cloud

Cardiff County Council has transformed its legal case management capability with the introduction of Iken Cloud, leading to improved productivity, higher fee earner engagement and greater oversight of legal activities. The move has streamlined a range of legal processes via the introduction of modern workflow and enhanced reporting capability, whilst also significantly reducing the department's demand on the Council's IT resource and on-premise infrastructure.

employees
70

users since
2022

sector
Local Government



Matters closed

15



Matters updated

27





Leveraging the benefits of modern cloud-based technology

Moving to Iken's scalable, cloud-based system has provided a range of technological benefits, including a significant reduction in Council resources required to manage and maintain the legal team's system, with updates and new features automatically applied through Iken's SaaS subscription model.



Improved Fee Earner Engagement and Accountability

Iken Cloud provides fee earners with intuitive tools to manage their own cases. This has increased engagement and accountability, as fee earners can now easily track progress and manage increasing and often complex workloads, improving overall service delivery.



Smooth Migration and Adoption

Iken's Projects team collaborated closely with the Council's stakeholders throughout the onboarding and migration, ensuring Iken Cloud was tailored to the legal team's needs. With comprehensive training and ongoing support, the transition from the previous system was successful, driving greater user adoption.



Enhanced Productivity

Implementing Iken Cloud has significantly reduced the administrative workload for Legal Services. By increasing automation within workflows, this has allowed the fee earners greater focus on their core legal responsibilities, increasing overall productivity.



Supporting the Council's IT strategy

The introduction of Iken Cloud is further evidence of the Council's ambition to introduce flexible and cost-effective technologies that support modern working practices, can be scaled as necessary, have the capability to integrate with other business systems and can cater for evolving needs.



Successful Integration with Other Technologies

Iken Cloud's seamless integration with Bundledocs streamlines the onerous task of compiling and managing electronic bundles, freeing staff to focus on other priorities.

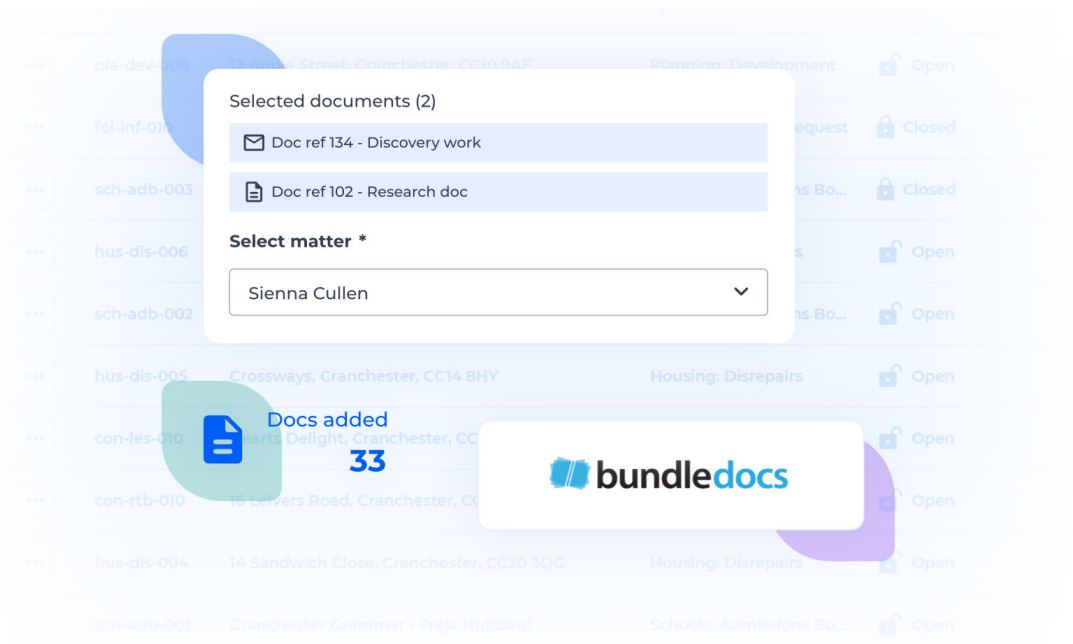
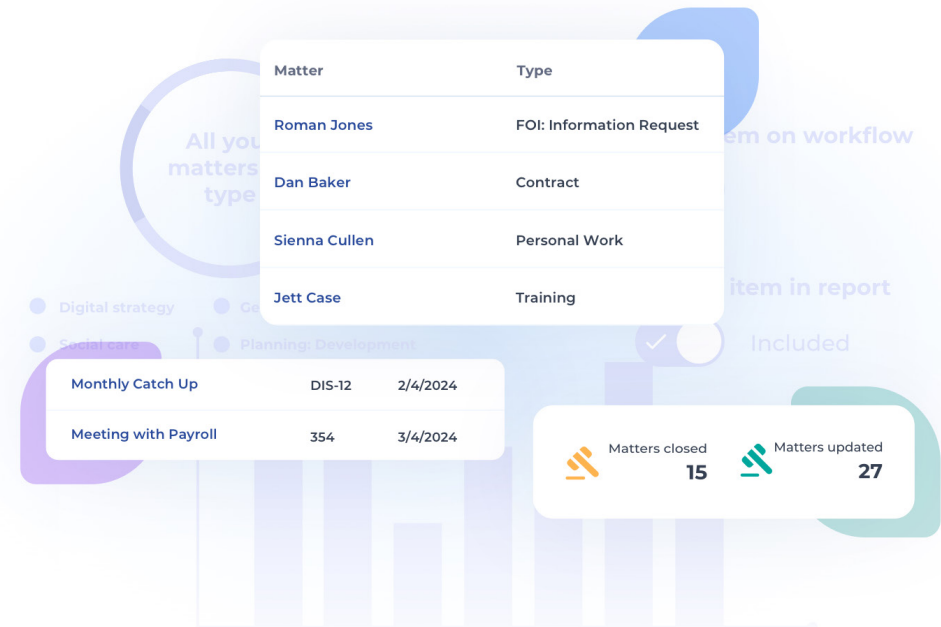
Driving Productivity and Accountability Enhanced Productivity and Engagement

The Council aimed to streamline its legal operations to improve productivity and engagement among its legal staff. By adopting Iken Cloud, the Council has significantly reduced the time spent on administrative tasks, allowing fee earners more time to focus on their core responsibilities. The system's comprehensive reporting suite has enabled the Business Support team to speed up the production of billing data and provide a richer set of management information on demand.

With Iken Cloud, fee earners have greater autonomy and can manage their own cases more effectively. Iken's user-friendly interface allows users to open cases, track progress and generate reports independently. This has fostered greater engagement, with fee earners feeling more in control and accountable for their workloads. As one fee earner remarked:

“ IKEN CLOUD HAS MADE MANAGING CASES STRAIGHTFORWARD AND EFFICIENT, ALLOWING ME TO FOCUS ON CLIENT SERVICE.”

— KATE MORAN, CARDIFF COUNTY COUNCIL



Navigating Change with Confidence

Customised Migration & Comprehensive Support

Transitioning to a new case management system after years of using their previous system was a significant change for the legal team. However, with Iken Cloud's structured and phased approach to implementation, the Council experienced a smooth transition. The Iken team worked closely with the Council's project stakeholders to develop a customised migration plan, to ensure that the system was set up to meet the Council's system requirements.

Comprehensive onboarding and training ensured that users were comfortable and confident with the new system from the outset. Regular support and updates from Iken staff played a crucial role in establishing high levels of user satisfaction and adoption. Fee earners were involved in the testing and feedback process, tailoring the system to meet their specific needs, which contributed to a successful transition.

Iken's commitment to providing exceptional customer service and customised solutions ensured that the Council could embrace change without disrupting its day-to-day legal operations.



YOUR TEAM HAS BEEN AMAZING AND WE CAN'T THANK YOU ALL ENOUGH. THE IKEN SUPPORT TEAM IS ALWAYS HAPPY TO ANSWER ALL OF OUR QUESTIONS, NO MATTER HOW SILLY THEY MAY SEEM"

— LISA EVANS, CARDIFF COUNTY COUNCIL



THIS WAS A COMPLEX MIGRATION PROJECT FROM THE OUTSET, WITH A HUGE AMOUNT OF DATA TO BE TRANSFERRED. THE TEAM AT IKEN HAS BEEN SO SUPPORTIVE AND RESPONSIVE THROUGHOUT"

— KATE MORAN, CARDIFF COUNTY COUNCIL

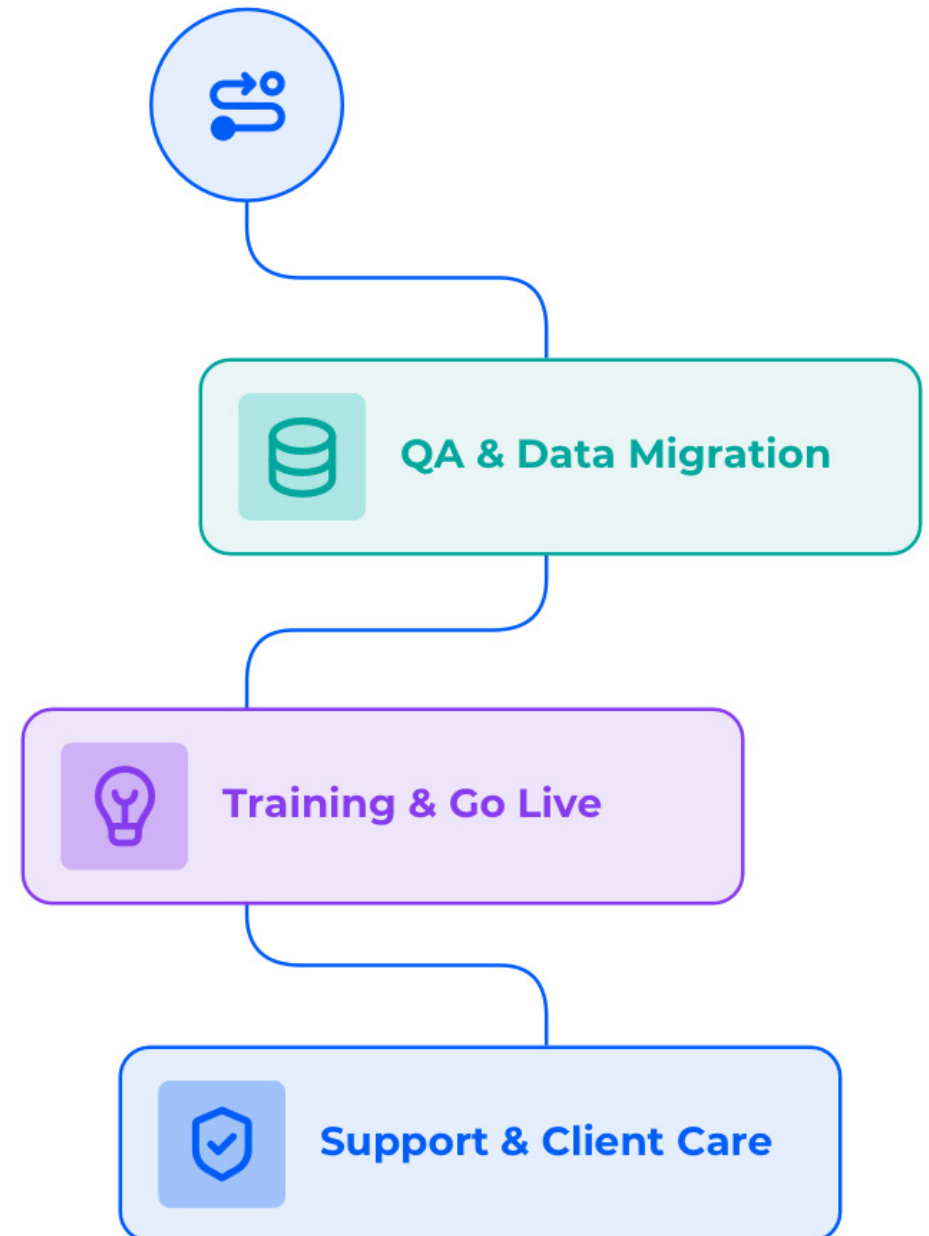
In conclusion, Cardiff County Council's successful migration to Iken Cloud demonstrates how adopting the right legal software application can lead to significant improvements in service delivery, team collaboration and productivity.

By maintaining stakeholder engagement throughout the project, coupled with a robust support service available to end users from day one, Iken has enabled the Council to modernise its legal processes, integrate with other technologies and prepare the team for future challenges. The Council's journey also illustrates the value of choosing a supplier that prioritises the needs of its clients and is always seeking opportunities to collaborate and share ideas.



WE LOVED SUGGESTING DEVELOPMENT IDEAS AND THEN SEEING THIS WORK IN AUTOMATIC RELEASES. IKEN CLOUD'S UPDATES ARE EASY TO UNDERSTAND AND ARE MANAGEABLE FOR ALL USERS"

— LISA EVANS, CARDIFF COUNTY COUNCIL



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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