



Transforming Legal Services with Cloud Case Management

Bath & North East Somerset
Council's Success with Iken Cloud

Bath & North East Somerset (BANES) Council transformed its legal services with Iken, streamlining case management, improving collaboration, and enhancing time recording—enabling a more productive, secure, and data-driven legal operations.

employees
48

sector
Local Government



Bath & North East
Somerset Council



Simplifying Legal Case Management
with Cloud Technology

Total recorded time

4:24:00

Estimate

	120	:	0
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Within estimate

21%

Total charges

£ 1,000.00

Estimate

£	2,500.00
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Within estimate



Centralisation of Case Files & Secure Access

BANES Legal Services moved from a fragmented, manual file storage approach to a single, secure, cloud-based system where all case files are stored, tracked, and easily accessible by authorised users, regardless of location.



Accurate Time Recording & Billing

The implementation of Iken's time recording functionality has provided BANES with accurate billing data, ensuring they can demonstrate value and recover costs for legal work more effectively. This functionality has also improved internal resource allocation.



Data-Driven Decision Making & Resource Justification

Through Iken's dashboard and reporting features, BANES Legal Services was able to provide data-driven evidence of case volumes and workloads—successfully securing approval for an additional legal post.



Seamless Collaboration Across Teams & Locations

Iken Cloud has enabled legal professionals to access, share, and work on case files simultaneously, improving collaboration between colleagues, even when working remotely or attending court.



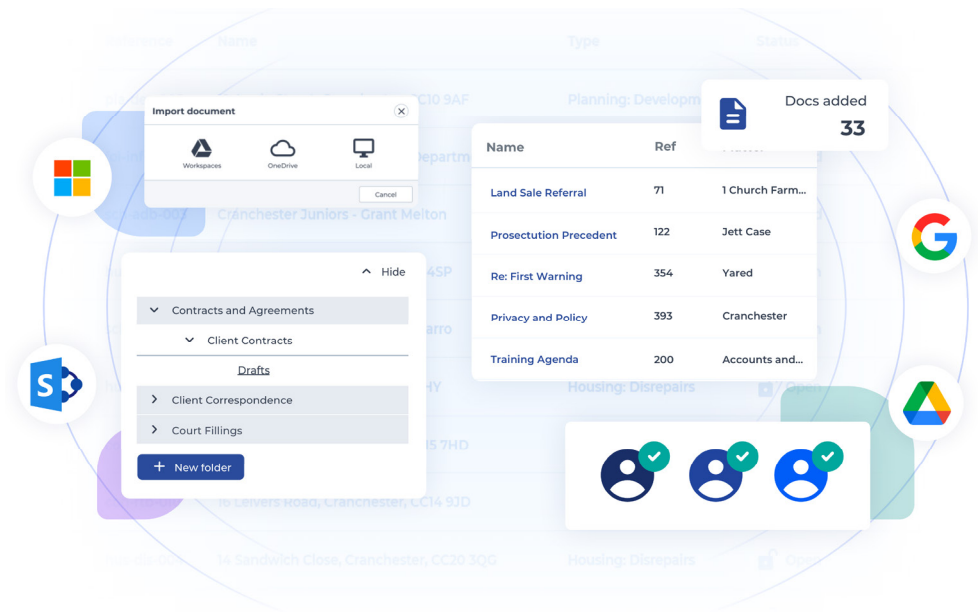
Workflows & Reduction in Administrative Tasks

The introduction of workflows and the associated automation configured within them has significantly reduced the administrative burden of manual task entry and case updating, as has the addition of integrated document bundling.

Moving from No Case Management System to Cloud

When Donna arrived at BANES, the legal team had no structured case management system—a stark contrast to modern legal service operations. Case files were stored in Microsoft Office, meaning lawyers had to manually manage documents, track deadlines, and retrieve case information from separate locations. This lack of systematisation caused file duplication, inconsistencies, and an inability to monitor case progression comprehensively.

By transitioning to Iken Cloud, BANES was able to completely centralise case management, eliminating file duplication and ensuring that all case files, documents, and correspondence were stored in a single, secure location. Lawyers can now easily access and manage cases, whether in the office, working remotely, or attending court.



BEFORE IKEN, CASE FILES WERE SCATTERED ACROSS MICROSOFT OFFICE WITH NO CLEAR SYSTEM IN PLACE. WE NEEDED A WAY TO ENSURE CASE FILES WERE SECURELY STORED, EASILY ACCESSIBLE, AND FULLY TRACEABLE”

— DONNA MARKS, HEAD OF LEGAL

Reducing Administrative Burden & Enabling Collaboration

A major challenge for BANES was the high volume of manual administrative work required for case tracking, document bundling, and information retrieval. The legal team also struggled with handover issues, particularly when staff were on leave or away from their desks.

Iken Cloud's workflow and integrated document bundling capability provided a direct solution. Legal teams could now:



Automatically generate case bundles, reducing manual preparation time.



See real-time case updates, improving transparency and preventing duplication.



Ensure smooth handovers, as case details and document history were now fully accessible at any time.



WE NEEDED A SYSTEM WHERE MULTIPLE USERS COULD ACCESS CASE FILES, SEE THE LATEST UPDATES, AND PICK UP WORK SEAMLESSLY. BEFORE IKEN, IF SOMEONE WAS OFF, RETRIEVING CASE DETAILS WASN'T STRAIGHTFORWARD"

— DONNA MARKS, HEAD OF LEGAL

Improving Time Recording, Billing & Strategic Oversight

Prior to Iken, BANES lacked an effective way to track billable time. This made it difficult to justify costs, demonstrate value, or recover legal expenses in cases requiring external billing. Additionally, there was no way to generate reports on case progress, legal team workload, or operational productivity.

Iken Cloud's time recording and reporting functionalities solved both issues:

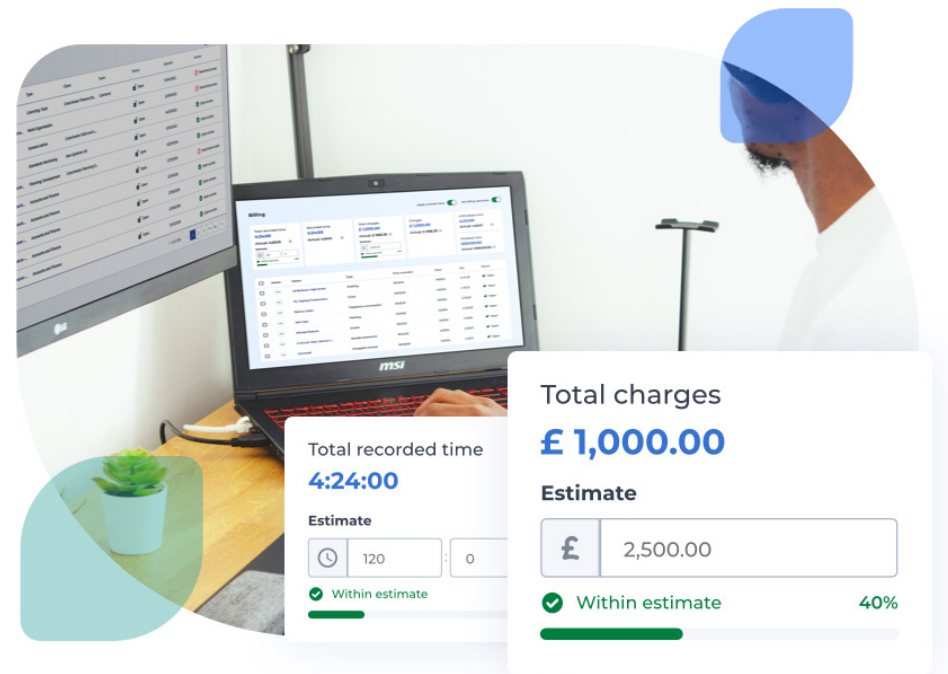


Lawyers could now log time directly within case files, ensuring accurate billing and accountability.



The legal team could generate data-driven reports on case volumes and workloads, supporting better decision-making.

This data played a crucial role when BANES sought approval for an additional legal post. By using Iken's reporting dashboards, they were able to clearly demonstrate workload pressures and justify the need for more resources.



“WITH IKEN’S REPORTING, WE PROVIDED CONCRETE EVIDENCE OF CASE VOLUMES AND LAWYER WORKLOADS—SECURING APPROVAL FOR AN ADDITIONAL LEGAL POST”

— DONNA MARKS, HEAD OF LEGAL

In conclusion, the transition to Iken Cloud has been a major success for BANES Legal Services, addressing long-standing challenges around case file management, collaboration, billing, and administrative productivity.

Through its cloud-based architecture, integrated workflows, and powerful reporting tools, Iken Cloud has empowered BANES Legal Services to operate more effectively, reduce administrative burdens, and make strategic decisions based on real-time data.

As BANES moves forward with its digital transformation strategy, Iken Cloud remains an essential tool in enabling a modern, connected, and productive legal service.



IKEN CLOUD HAS COMPLETELY TRANSFORMED THE WAY WE MANAGE LEGAL CASES AT BANES. WE'VE MOVED FROM A FRAGMENTED, MANUAL SYSTEM TO A FULLY INTEGRATED, SECURE, AND ACCESSIBLE CLOUD-BASED SOLUTION. THE ABILITY TO TRACK TIME, AUTOMATE WORKFLOWS, AND GENERATE REPORTS HAS NOT ONLY SAVED TIME BUT ALSO STRENGTHENED OUR ABILITY TO DEMONSTRATE VALUE TO SENIOR MANAGEMENT"

— DONNA MARKS, HEAD OF 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