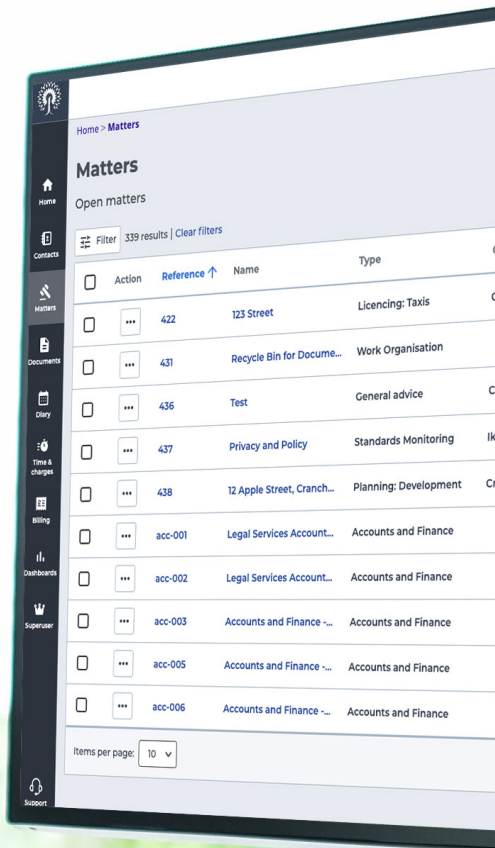




Iken Cloud Case Management

Service Definition



Introducing Iken



We are a UK-based software provider trusted by public sector teams to manage their cases, documents, processes, correspondence, and time — all in one secure, browser-based system.

Designed to support casework across legal, compliance, and regulatory frameworks. Iken Cloud brings together the people, knowledge, and processes that underpin effective service delivery. Our cloud-based software enables secure collaboration, supports compliance, and helps teams demonstrate value through clear reporting and audit-ready records.

Proudly independent since 1992, we've spent over 30 years working alongside in-house teams in local government, central government, policing, and beyond, building technology which reflects how public sector professionals actually work.

Today, our clients use Iken Cloud to manage increasing workloads, reduce administrative pressure, and focus on what matters most.

Iken Cloud Case Management

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Why Choose Iken Cloud

Built for Public Sector Teams

At Iken, we understand the pressures faced by public sector teams managing complex and sensitive casework, from legal and HR to governance, social care, and property. That's why our clients choose us, not just for our software, but as a trusted partner committed to their long-term success.

WE OFFER



A secure, UK-hosted cloud system, certified to ISO 27001 and Cyber Essentials Plus standards



Over 30 years of experience working alongside in-house teams across the UK public sector



A carefully managed onboarding process, led by experienced project managers, data analysts, data migration consultants, trainers, and technical specialists



A highly responsive, UK-based support desk backed by strong satisfaction ratings and real people who understand your environment



A nominated account manager focused on helping you gain lasting value from your use of our products and services



A user-led approach to product development, with regular user groups, focus sessions, and opportunities to shape the Iken roadmap



Access to a thriving community of public sector professionals sharing ideas, challenges, and best practice

We're here to support your team, not just with tools, but with the understanding, care, and responsiveness that supporting public services requires.

Features & Capabilities of Iken Cloud

Iken Cloud is a secure case management SaaS technology, designed for public sector teams. Our software brings together everything you need to manage casework, documents, collaboration, time recording, compliance, and reporting: all in one place.

Below is a summary of the key capabilities delivered by Iken Cloud:

Case Management

- ✓ Centralised management of your full range of case types across departments
- ✓ Clearly structured views of documents, tasks, correspondence and deadlines
- ✓ Automated folder creation to support consistency and speed
- ✓ Comprehensive case and correspondence searching with document preview

Integrated Email and Document Management

- ✓ File and manage emails directly from Outlook or Gmail
- ✓ Seamless integration with Microsoft 365 and Google Workspace
- ✓ Automatic indexing of emails and documents to relevant cases
- ✓ Pre-populate email and document templates and precedents with associated case data

Time Recording and Activity Logging

- ✓ Integrated time recording accessible from your laptop or mobile device
- ✓ Supports automatic time recording, multiple activity types and case codes.
- ✓ Billing estimates with alerts when thresholds are approached
- ✓ Full history of recorded time and team/departmental activity

Integrated Workflow

- ✓ Configure repeatable processes tailored to your teams and their case types
- ✓ Automate tasks, prompts and document generation
- ✓ Add branching logic to handle complex or varied cases
- ✓ Track progress, status and deadlines in real time

The screenshot displays the Iken Cloud interface. At the top left, a notification states 'Docs added 33'. The main area features a table with columns: Action, Matter, Type, Ref, and Status. The table lists several cases, including 'Roman Jones' (FOI: Information Request), 'Dan Baker' (Contract), 'Sienna Cullen' (Personal Work), 'Jett Case' (Training), 'IT - Software' (Information Technology), 'Administrative Staff' (Quality Standards), and 'Interon' (Financial Services). A dropdown menu is open over the 'Sienna Cullen' row, showing 'Selected documents (2)' with 'Doc ref 134 - Discovery work' and 'Doc ref 102 - Research doc'. Below this, a 'Select matter *' dropdown is set to 'Sienna Cullen'. In the top right corner, a notification indicates 'High Today, 16:35' and 'You have been assigned as the owner for this case', with a link to '12 Apple Street, Cranchester, CC10 ...'.

Action	Matter	Type	Ref	Status
☐ ...	Roman Jones	FOI: Information Request	FOI 187	Open
☐ ...	Dan Baker	Contract		
☐ ...	Sienna Cullen	Personal Work		
☐ ...	Jett Case	Training		
☐ ...	IT - Software	Information Technology		
☐ ...	Administrative Staff	Quality Standards	QS-001	Open
☐ ...	Interon	Financial Services	QS-001	Open

Selected documents (2)

- Doc ref 134 - Discovery work
- Doc ref 102 - Research doc

Select matter *

Sienna Cullen

High Today, 16:35
You have been assigned as the owner for this case
12 Apple Street, Cranchester, CC10 ...

Configurable Dashboards and Reports

- ✓ Real-time dashboards showing active cases, time and activity analysis, and caseload capacity
- ✓ Scheduled reports delivered automatically to support governance and stakeholder visibility
- ✓ Drill-down views of key metrics to support strategic decision-making
- ✓ Exportable reports aligned to key public sector KPIs, including service delivery, audits, time and activity analysis

Collaboration and Secure Document Sharing

- ✓ Share files securely with internal stakeholders, with optional secure external sharing via Iken Connect
- ✓ Real-time access to key case updates for collaborators via our optional portal, Iken Connect.
- ✓ Integration with Bundledocs for document bundle creation (optional)
- ✓ Supports hybrid and remote working with role-based access control

Task, Diary, and Process Management

- ✓ Diary and task scheduling integrated with MS Outlook and Google Calendar
- ✓ Link activities directly to relevant cases or documents
- ✓ Built-in alerts and key date tracking
- ✓ Workflow-led task creation and escalation

Built for the Public Sector

- ✓ Secure UK hosting (Microsoft UK Data Centres)
- ✓ ISO 27001 and Cyber Essentials Plus certified
- ✓ Accessibility: developed and tested to WCAG 2.2 AA standards
- ✓ Designed for teams focused on managing cases in local authorities, central government, policing, housing, universities, and more

Iken Cloud is continuously enhanced through regular feature releases shaped by feedback from our public sector user community.

Your productivity tools



Your documents



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

Key Benefits of Iken Cloud

Iken Cloud provides public sector teams with the tools they need to manage risk, reduce manual effort, and demonstrate value: all within a secure, browser-accessible system.

Control & Compliance

- ✓ Enforce access restrictions at case, user, or team level
- ✓ Maintain robust audit trails across emails, documents, and time entries
- ✓ Enforce Microsoft Single Sign-On (SSO) for secure, streamlined authentication
- ✓ Supports WCAG 2.2 AA accessibility and regulatory standards
- ✓ Secure hosting in Microsoft UK data centres (ISO 27001 and Cyber Essentials Plus certified)

Long-Term Value

- ✓ Our subscription model includes Iken database hosting, support, new feature releases and enhancements
- ✓ Ongoing development driven by your feedback and public sector use cases
- ✓ Reduced infrastructure costs and IT overheads

Productivity & Consistency

- ✓ Reduce manual tasks through workflows, templates, and automation
- ✓ Standardise repeatable case processes across your organisation
- ✓ Centralised case view helps you manage deadlines, risks, and actions

Strategic Oversight

- ✓ Configurable dashboards and reports for service performance and case analytics
- ✓ Drill-down capabilities for management insight and evidence-based decisions
- ✓ Alerts to support time and activity thresholds and key dates

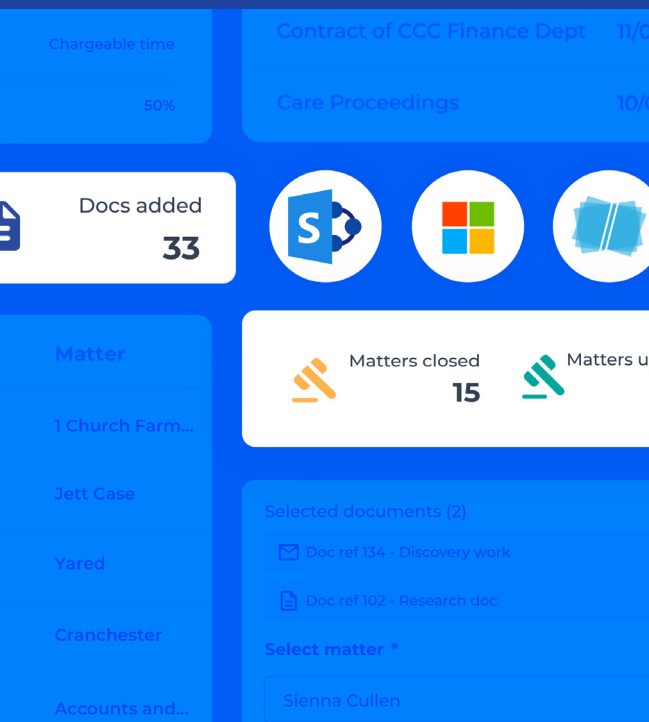
Collaboration & Flexibility

- ✓ Access the system securely from anywhere via your browser
- ✓ Integrate with Microsoft 365, Google Workspace and Bundledocs
- ✓ Enable internal and external collaboration via our optional portal - Iken Connect

AT A GLANCE

	Productivity	Fewer manual tasks, standardised processes, faster case progression
	Compliance	Secure access, audit trails, accessibility
	Collaboration	Share files and updates internally or externally with ease
	Insight & Reporting	Real-time dashboards, case reports, and billing alerts
	Cost Control	Predictable subscription fees, reduced IT overheads, end user support included
	Future-Proofing	Continuous updates, user-led roadmap, public sector alignment

Integration & Interoperability



Iken Cloud is designed to work alongside other systems you already use - securely connecting data, documents, and workflows across your department and wider organisation. Whether through pre-built integrations, open APIs, or tailored support, Iken Cloud helps public sector teams reduce duplication, connect disparate data, improve accuracy, and modernise service delivery.

Iken's open architecture enables integrations with productivity suites, document bundling, HR systems, finance tools, and compliance platforms. Clients also benefit from onboarding support to ensure integrations align with internal systems and governance processes.

INTEGRATION



Microsoft 365 Integration

Iken Cloud offers integration with Microsoft 365, enabling professionals to work seamlessly with the tools they already use.

Key capabilities include:

- ✓ Filing emails and attachments directly from Outlook
- ✓ Editing and saving documents in Microsoft Office
- ✓ Diary and task integration with Outlook Calendar
- ✓ SharePoint-based document storage (within the customer's own tenancy)
- ✓ Single Sign-On via Microsoft Entra ID (can be enforced for enhanced protection)

This ensures a smooth user experience, enhances productivity, and reduces training needs by embedding Iken in your daily working practices.

INTEGRATION



Bundledocs Integration

Bundledocs is a third-party cloud technology that is procured separately to Iken Cloud

Iken Cloud integrates directly with Bundledocs, allowing users to prepare compliant document bundles with minimal administrative effort.

This integration supports secure, structured export of case documents, helping public sector teams streamline bundle preparation.

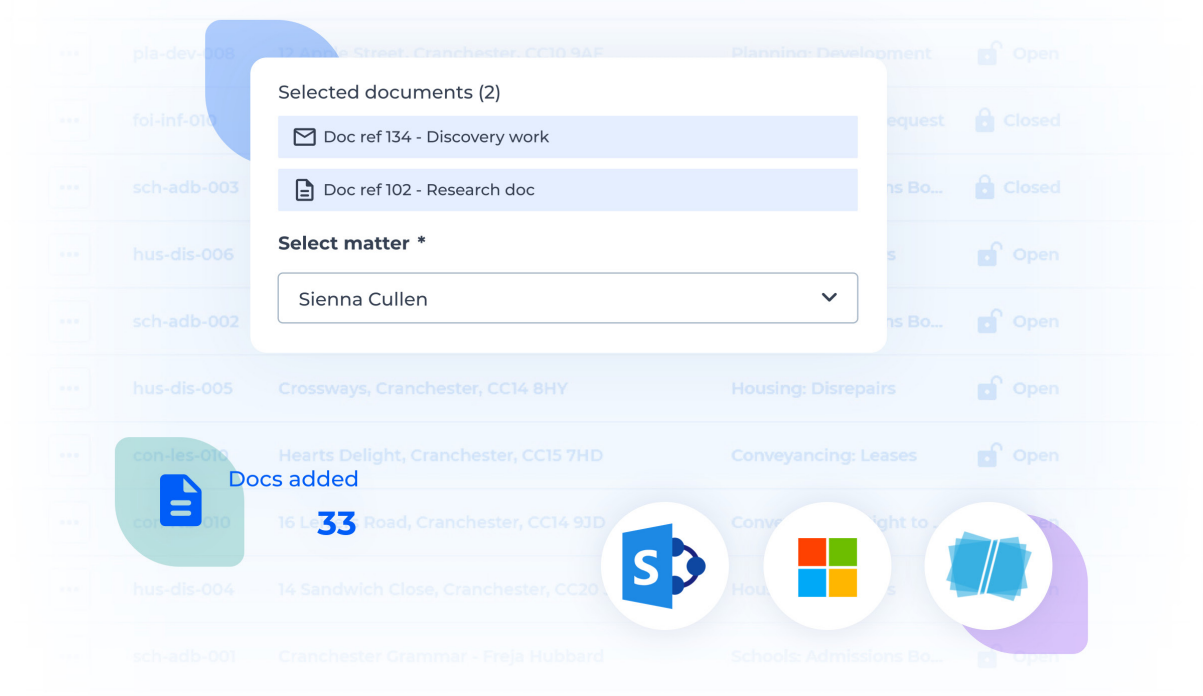
Key benefits include:

- ✓ PDF document bundles with automatic indexing, pagination and sectioning
- ✓ Document upload directly from the associated Iken case file
- ✓ Redaction, annotation and secure bundle distribution
- ✓ Reduced time spent manually collating, checking and formatting bundles

Bundledocs integration is a key feature for in-house teams managing the production of large document bundles.

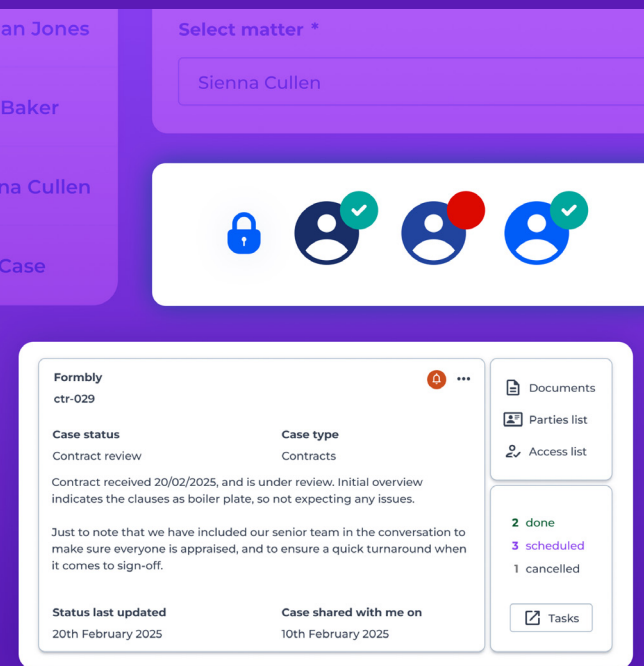
AT A GLANCE

Microsoft 365	Email, calendar, document management	NATIVE INTEGRATION
Google Workspace	Email, calendar, document management	NATIVE INTEGRATION
Bundledocs	Automated bundle creation	NATIVE INTEGRATION
SharePoint	Secure document storage and control	DIRECT TENANCY SYNC



+ Optional Add-on

Iken Connect: Secure Collaboration Portal



Iken Connect is a secure, collaborative portal designed to extend the power of Iken Cloud beyond internal teams. It provides a structured, role-based interface for internal users, external partners, and case participants to interact with cases, documents, and tasks in a controlled, transparent way.

Built to support public sector working practices, Iken Connect improves stakeholder engagement, reduces administrative overhead, and makes it easier to share information with the right people at the right time.

Collaborate Securely with Internal and External Teams

ENABLES SECURE ACCESS TO CASE INFORMATION



Internal teams — view and update cases, assign tasks, track progress



External collaborators (e.g., law firms, contractors) — access permissions controlled by the host organisation



External stakeholders — allowing third parties to submit documents, receive updates, and monitor progress via intuitive self-service views



IT and integration teams — ability to extend case workflows with APIs or integrated systems where required

This removes friction from multi-party case work and helps reduce repeated enquiries or manual updates.

KEY CAPABILITIES OF IKEN CONNECT



Secure, role-based access: granular permission controls ensure appropriate visibility and actions for different user types.



Seamless document sharing: upload, organise, and share case files securely with internal and external collaborators without duplicating or emailing sensitive documents.



Real-time, automated case updates: stakeholders receive timely updates on case status, reducing calls, delays, and misunderstandings.



Task assignment and tracking: request missing information, set deadlines, and monitor completion to keep cases moving.



User-friendly experience: designed for users with a range of technical proficiency levels, so that non-technical stakeholders can engage easily.

Why Iken Connect Matters

Public sector teams often rely on multiple parties (internal and external) to progress casework, share evidence, or gather submissions. Iken Connect standardises and secures these interactions, helping teams:

- ✓ Reduce repetitive email exchanges
- ✓ Ensure secure, compliant sharing of sensitive files
- ✓ Improve transparency and stakeholder satisfaction
- ✓ Track engagement and progress with audit trails

Because it is purpose-built to work with Iken Cloud, Connect reinforces the value of a single, secure ecosystem.

The screenshot displays the Iken Connect user interface. At the top, there's a search bar and navigation icons. The main area shows a list of cases, each with a title, due date, and a brief description. The cases are organized into a grid. On the right side, there's a sidebar with user avatars and a lock icon. The cases shown include:

- Formbylly ctr-029**: Contract received 20/02/2025, and is under review. Initial overview indicates the clauses as boiler plate, so not expecting any issues. Just to note that we... [see more](#)
- rconnect ctr-027**: Case status: Awaiting documentation, Status last updated: 8th February 2025, Case type: Contracts, Case shared with me on: 3rd March 2025
- ecobuild.io ctr-022**: Consulted with our procurement team in regards to the wording on page 8, paragraph 5, section 2. Agreed to adjust slightly to reflect the discussion... [see more](#)
- Eccentrant ctr-020**: Case status: Awaiting documentation, Status last updated: 6th February 2025, Case type: Contracts, Case shared with me on: 1st February 2025
- Interon ctr-019**: (Details partially visible)

The sidebar on the left shows a list of tasks and documents, including:

- Please provide the signed document**: Due today (15:00 20/02/2025). Once you've had a look through the contract, please sign it and upload it for us to review.
- Please adjust terminology**: Due in 5 days (15:00 20/02/2025). The terminology on the ecobuild contract needs to be adjusted to reflect the new terms agreed.
- Document draft for review**: Due in 9 days (15:00 20/02/2025).
- New contract version for review**: Due 02/04/2025 (15:00 20/02/2025).

Customer Journey & Onboarding



Iken Cloud onboarding is delivered through a structured, collaborative process tailored to the needs of public sector teams. Whether you're migrating from a third-party system or implementing case management software for the first time, our experienced projects team supports you every step of the way.

Our five-stage implementation model ensures clarity, continuity and minimal disruption to your team's day-to-day work. It includes:

FIVE-STAGE IMPLEMENTATION

1. Project Setup (1–3 weeks)

Kick-off and technical meetings to introduce stakeholders and confirm data, system, and resource requirements

Clear scoping of migration needs and configuration plans

2. Preparation (2–4 weeks)

Data migration planning, metadata setup, and technical readiness activities

Configuration of Iken Cloud for your organisation's structure

3. Deployment (4–8 weeks)

System configuration and test migrations

Quality assurance and user acceptance testing (UAT)

Pre-Go Live validation and adjustments

4. Go Live (1–2 weeks)

User and super user training, including access to a live system

Virtual floorwalking support and space for questions

5. Closure (1–2 weeks)

Post-implementation review and handover to Iken Support

Formal project sign-off and customer feedback

Throughout the process, we work closely with your project board, users and IT teams to ensure responsibilities are clearly defined and issues are resolved quickly. Clients benefit from:

- ✓ A dedicated project manager to coordinate activity and ensure progress
- ✓ Access to Iken's data migration analysts, trainers, and technical specialists
- ✓ Regular communication and progress sign-offs at each stage

Technical Overview & Security

Iken Cloud is a secure, browser-based case management technology, hosted in Microsoft Azure UK data centres. Built specifically for the public sector, the system is designed to meet the high standards of availability, compliance, and security required by teams working with sensitive information.

Whether accessed from the office or remotely, Iken Cloud gives users fast, secure, and controlled access to cases, documents, reporting, and collaboration tools.

SYSTEM ARCHITECTURE OVERVIEW



Web-based access via modern browsers on laptop, desktop, tablet or mobile



Enforce Microsoft Single Sign-On (SSO) for secure, streamlined authentication



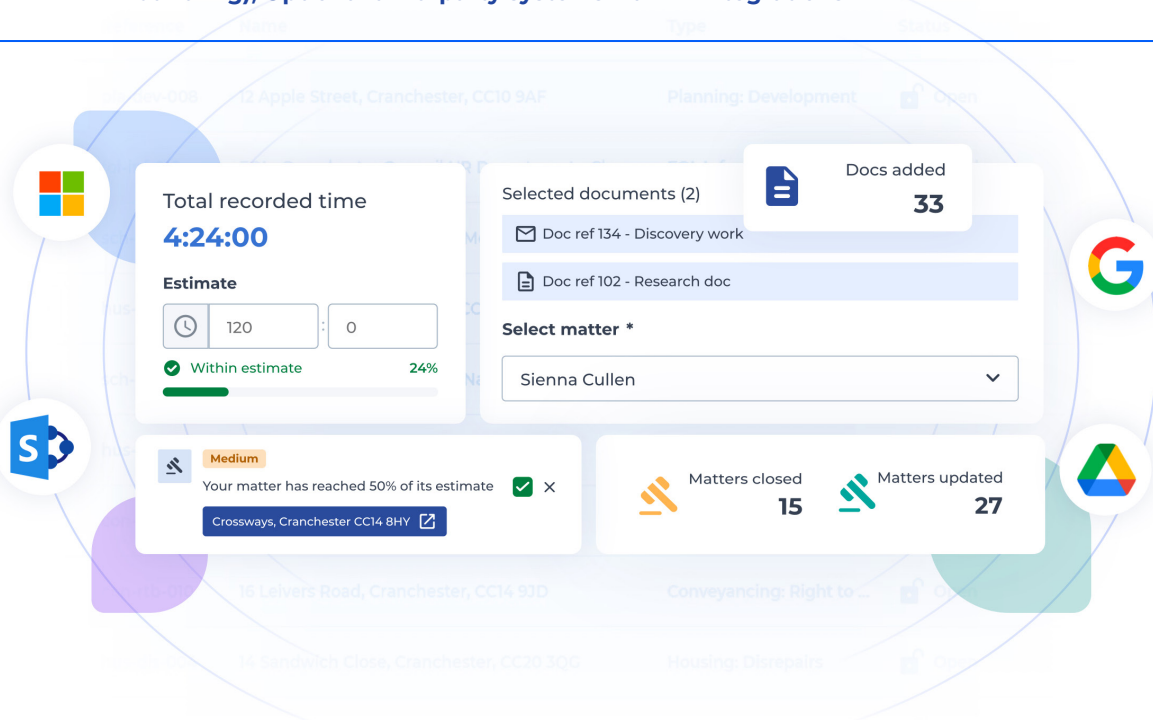
Customer documents are stored in your organisation's SharePoint Online tenancy



Case metadata is stored in Iken-managed multi-tenant databases hosted in Microsoft Azure UK



Seamless integrations with: Microsoft 365 (Outlook, SharePoint), Google Workspace (Mail, Calendar), Bundledocs (third party technology required for document bundling), Optional third-party systems via API integrations



Security and Compliance Framework

Security is embedded in every layer of Iken Cloud: infrastructure, code, access, and operations. The service aligns with industry best practice (e.g. The NCSC's 14 cloud security principles) and is independently certified to ISO 27001 and Cyber Essentials Plus.

SECURITY AREA	DETAIL
Certifications	ISO/IEC 27001:2022 and Cyber Essentials Plus certified
Data Sovereignty	Documents stay in your SharePoint tenancy. Metadata is securely stored in Iken-managed UK-based Azure databases
Encryption	Data encrypted at rest (AES-256) and in transit (TLS 1.2 + HTTPS). SSL certificates used for secure web access
Threat Monitoring	Microsoft Defender, Azure Firewall (WAF), IDS/IPS, real-time monitoring
Vulnerability Management	Assessed via CVSS. High/Critical resolved within 14 days. CREST-accredited penetration testing conducted regularly
Privacy Compliance	Supports customer processes in complying with UK GDPR and provides role-based access
Secure Development	Developed using Secure-by-Design principles, tested against OWASP Top 10

Availability, Resilience and Continuity

Iken Cloud is built for uninterrupted service delivery, achieved through robust failover planning, data backup, and tested business continuity procedures.

SECURITY AREA	DETAIL
Availability SLA	99.5% during business hours (Mon–Fri, 09:00–17:30 UK time, excluding bank holidays)
Scheduled Maintenance	Wednesdays, 07:00–09:00 UK time
Disaster Recovery (DR)	Failover within UK Azure region (UK West). RTO: 12 hours. RPO: 1 hour
Backups	7-day point-in-time Weekly full backups 12-hour differential backups 10-minute transaction logs

Accessibility and Device Compatibility

- ✓ Fully aligned with WCAG 2.2 AA standards
- ✓ Supports desktop, tablet, and mobile browser access
- ✓ Responsive design and SSO enable inclusive access for all users

Scalability and Performance

- ✓ Elastic Azure-based infrastructure scales in line with organisational growth
- ✓ Supports small teams and large public sector departments alike
- ✓ Optimised to perform during peak workloads without degradation

DID YOU KNOW?



As Iken Cloud is hosted in MS Azure, our customers benefit from the extensive security and resiliency of Microsoft's UK data centres and security capabilities.



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



Phil Coleman
Chief Information Officer, Iken



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





Support, Service Management & Customer Commitment



At Iken, we don't just provide software, we build long-term partnerships with our clients. That's why the provision of a high quality support service, coupled with proactive client engagement are central to our delivery of Iken Cloud. Whether you're a new client or a long-standing user, our team is here to ensure you get the most from your system at every stage.

Dedicated Support You Can Rely On

Our in-house UK support team is available during business hours to help with queries, troubleshooting, and day-to-day use:

SUPPORT AREA	DETAIL
Support Desk Hours	Monday to Friday, 09:00–17:30 (UK time), excluding bank holidays
Contact Channels	Email, Phone, Live Chat, and the Iken Support Portal
Support Coverage	All Iken Cloud clients receive full access to our support team — 1st to 3rd line
Monitoring & Alerts	Proactive Azure-based infrastructure monitoring and fault alerting

Offboarding & Exit Support

When a customer exits the service, Iken will support the export of all metadata held within the system in an agreed industry standard format. A typical exit process includes planning, data handover, and supporting the customer in receiving their data extract in an industry standard format that can be migrated to their chosen location.

Account Management and Customer Success

Each client is assigned a dedicated account manager to provide guidance, feedback channels and strategic support:

- ✓ Regular check-ins and progress reviews
- ✓ Updates on new features, upgrades, and best practices
- ✓ Client-specific usage insights and optimisation advice
- ✓ Support with training planning and internal adoption

User Groups and Product Co-Development

We believe our clients are the best source of insight. That's why we provide regular opportunities to shape the future of Iken:

SHAPE THE FUTURE



User Groups — gather feedback, share experiences, and influence our product roadmap



Iken Labs — online focus groups that test ideas and preview new features before release



Public Roadmap — available via the Iken Support Portal, showing planned features and release priorities

Training, Knowledge & Enablement

To support adoption and long-term value, Iken provides:

- ✓ Comprehensive end user training and super user training (inc. workflow and reporting)
- ✓ Bespoke training options based on user roles
- ✓ Quick reference guides and video walkthroughs
- ✓ Optional access to the Iken knowledge base for self-serve learning
- ✓ Optional refresher and/or new user onboarding sessions



Real Public Sector Impact

Trusted by Public Sector Organisations

Iken Cloud is used by internal teams across the UK public sector to modernise service delivery, manage risk, and reduce time spent on admin. Whether it's enabling hybrid working, streamlining compliance, or consolidating systems after reorganisation, Iken is trusted by councils, universities, housing associations, and police forces alike.



Cardiff County Council

Centralised legal service delivery and integrated Microsoft 365 with Iken Cloud. Improved internal collaboration and enabled the legal team to work more flexibly across departments while maintaining compliance.



Warwickshire Police

Modernised internal legal case tracking, time recording, and operational reporting. Iken Cloud supported the police legal team with secure access and audit-ready case management tools.



North Lincolnshire Council

Enabled fast-paced bundle creation and remote legal hearings through integration with Bundledocs. Iken Cloud provided a secure, centralised case view to support court preparation and collaborative working.



Hillingdon Council

Adopted Iken Cloud to improve internal document and case management. Gained greater visibility over time recording and case progress, supported by configurable dashboards.



Staffordshire County Council

Replaced legacy systems with Iken Cloud to enable secure browser-based access, improve collaboration with external legal partners, and strengthen team performance tracking through tailored reporting tools.



Royal Borough of Greenwich

Modernised legal case management while reducing IT dependency. Introduced secure, browser-based access for governance and legal teams, with improved visibility across the service.



University of Plymouth

Adopted Iken Cloud to support legal and governance work across academic teams. Improved transparency, document control, and access to legal guidance across the institution.



Rushcliffe Borough Council

Enabled hybrid working with browser-based access, removing reliance on local servers. Delivered a reliable, secure user experience for legal professionals working flexibly across the authority.

What Our Clients Say



Before Iken, case files were scattered and hard to manage. Now we have a single, secure system that everyone can access... and our reporting has helped justify additional resource.”

— Head of Legal, Bath & North East Somerset Council



Iken Cloud allows us to collaborate securely without worrying about servers or upgrades.”

— Legal Practice Manager, West Northamptonshire Council



Everything is in one place... it makes collaboration smoother and decision-making quicker.”

— Head of Governance, University of Plymouth



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