

Need a real-time, self-service information reporting tool for your clients?

Try the Iken Portal.



iken
know what matters®

Keep clients up-to-date on your progress with automated dashboard reports they can access on demand.

Demonstrating value to your clients has never been more important. But keeping them up-to-date with real-time information can be a full-time job.

Iken Portal delivers a self-service reporting platform to your clients, providing access to management reports on demand - saving you time and keeping your clients informed

Benefits at a glance:

- Self-service access means that your clients can check their reports at any time
- Provide visually engaging dashboard reports for your clients, including charts, graphs and traffic lights
- Real-time reports: Iken Portal displays the most up-to-date information
- Available for download in PDF, Word and Excel formats
- Easy-to-use editor tool: update or modify Portal content whenever you want
- Set specific access rights: control who has access to Iken Portal reports
- Use your branding: incorporate your organisation's brand identity and style

How Iken makes a difference

With Iken Portal, your clients can access self-service reports specific to the work you undertake for them, keeping them informed with up-to-date information as and when they need it, while saving you time on generating and sending reports.

Iken Portal dashboard reports include:

- Files opened and closed - a count of files opened, closed and on hand for a client within a set time period
- Files on hand - all live cases currently open for a client
- Files completed - all files completed for a client within a set time period
- Time spent on files - summary of time spent on open files for a client
- Costs incurred on files - summary of costs incurred during time spent on open files or a client

For more information, please visit our website: www.iken.co.uk

How Iken makes a difference

- Client statement report – all key case information per client (e.g. time spent on open files, costs incurred and responsible parties)
- Last activity on a file – indicates the date that open files were last worked on for a client
- Additional reports can also be made available via the Iken Portal.

Keen to know what Iken Portal looks like? We're happy to arrange an online or face-to-face demo at your convenience.

About Iken

Founded in 1992 on the commitment to create a flexible software solution to support knowledge workers, Iken is the knowledge management platform that brings everyone and everything together to enable teams to work more effectively.

“Iken Portal will enable us to provide a high-quality, specialised support service to our customers and help grow our business over the medium term. We see client portals as a way of meeting our customers’ expectations for online information; enabling self-service and leading to better retention of existing customers, as well as expanding our customer base.”

Kent County Council

For more information please call 08448 933 910 or fill in a contact form on our website.

www.iken.co.uk

Iken Products:

Iken offers a wide range of software products that may be integrated with Iken Case Management, including:



iken MI
Advanced management reporting



iken Portal



iken Scanning



Workflows



Court & Document Bundling



Time Recording



Iken Business Ltd
3rd Floor, Suite B One Georges Square
Bath Street, Bristol BS1 6BA



Trading name of SN Registrars (Holdings) Ltd



8327