



The ROI of Outsourcing Documentation: A Comparative Cost Analysis

Introduction

In an era where efficiency and cost containment are more important than ever, many organizations are re-evaluating how they handle documentation. For sectors like legal, law enforcement, and government services—where accurate, timely documentation is critical—outsourcing transcription offers a compelling alternative to traditional, in-house workflows. This white paper explores the return on investment (ROI) of outsourcing documentation to a service like SpeakWrite, comparing it with the hidden costs of maintaining internal typing and administrative resources.

Hidden Costs of In-House Documentation

While it may seem convenient to keep documentation in-house, this model can be surprisingly expensive. Attorneys, caseworkers, and officers who type their own reports spend valuable hours on clerical work. According to a study by McKinsey & Company (2021), knowledge workers spend up to 28% of their time on administrative tasks—much of which could be automated or outsourced.

In-house documentation also incurs costs for software licensing, IT maintenance, and administrative staff salaries. The Bureau of Labor Statistics reports that the average legal secretary earns over \$55,000 annually (BLS, 2023), and that doesn't include overhead costs like benefits and training.

The Value of Time and Productivity

When professionals spend time typing instead of focusing on their core responsibilities, organizations lose out on productivity and billable work. For law firms, that means fewer hours billed to clients. For public agencies, it means longer turnaround times, case backlogs, and lower service quality. By outsourcing documentation, staff are freed to focus on high-value work, leading to measurable gains in output and service delivery.

Cost Comparison Example

Consider a mid-sized law firm where five attorneys each spend an average of 10 hours per week typing. At an average billing rate of \$250/hour, that's \$12,500 in lost billable time per week—or \$650,000 annually. Outsourcing transcription for the same workload might cost under \$100,000/year, yielding significant ROI.



Benefits of Using SpeakWrite

SpeakWrite offers on-demand, human-powered transcription with fast turnaround times and no contracts. This flexibility helps agencies and firms scale costs based on actual usage. With CJIS-compliant processes, U.S.-based typists, and 24/7 availability, SpeakWrite delivers quality, secure documentation without the fixed overhead of full-time staff or software licenses.

Conclusion

Outsourcing documentation is more than a convenience—it's a strategic move that pays measurable dividends. From reducing staffing costs to unlocking billable hours, transcription services like SpeakWrite offer a high-value alternative to in-house typing. For organizations seeking efficiency, security, and scalability, the ROI speaks for itself.

References

- McKinsey & Company. (2021). The future of work after COVID-19. Retrieved from <https://www.mckinsey.com>
- U.S. Bureau of Labor Statistics (BLS). (2023). Occupational Employment and Wage Statistics. Retrieved from <https://www.bls.gov/oes/current/oes436012.htm>