

2025 REPORT

How Work Gets Done

Two thirds of your employees don't know how to do their jobs. There's a way to fix this.

Work has changed dramatically.
The way we document it hasn't.

INTRODUCTION

How work gets done.

This report explores what happens when organizations document their workflows, processes, and know-how — and the cost when they don't. From faster onboarding to fewer mistakes, the results are measurable, repeatable, and transformational for the world's leading organizations.

Teams move fast, tools evolve daily, and yet we're still stuck documenting workflows like it's 1993. That means manually taking screenshots, writing step-by-step instructions, and repeating the same explanations again and again. This leads to very few critical workflows actually being documented — on average, 71% of an organization's know-how exists only in people's heads.

Without access to this know-how, team members are blocked. They're left clicking through outdated wikis, scattered help docs, and long training videos — often to give up and reinvent the wheel. Your team members each lose an entire day every week searching for answers that should take seconds to find.

In the age of AI, there are fewer excuses for inefficiency. You've probably already started investing in AI for your company, and many tools are fantastic at automating tasks and finding information. But, when that information doesn't exist or those workflows haven't been documented, the tools are just as stuck as your people. They're kind of like this library; they can help you find the correct book in the stacks, but if the book doesn't exist — because under $\frac{1}{3}$ of organizational knowledge has been documented — the librarian doesn't really have much to offer you. They can answer $\frac{1}{3}$ of the questions. And the answers may be out of date.



Under $\frac{1}{3}$ of organizational knowledge has been documented.

Source: Scribe Team & Enterprise customer survey 2025

No one came to work to do a bad job

From documenting processes to defining best practices, explore how the world's most efficient organizations are scaling performance, reducing burnout, and unlocking time for high-impact, strategic, and creative work.

1.

The problem hiding in plain sight

Unless work is documented in an easy-to-find, easy-to-follow, accurate way, employees will always have to ask someone: “*How do I...?*”). Or, they'll guess.

2.

An instant fix

It's actually possible to capture your work while you're doing your work. What used to take hours now takes zero extra time.

3.

Real results, really fast

Lack of documentation is a costly problem, but the fix is nearly instant — and gives every employee back 35 hours/month.

THE PROBLEM HIDING IN PLAIN SIGHT

**Employees can't do their best
work if they don't know how.**

Employees are spending half their time searching for answers and duplicating work.



71% of company know-how isn’t documented.

When work is documented in an easy-to-find, easy-to-follow, accurate way, employees know what great looks like. And how to do it.

Picture this: Sarah from Accounting is out sick. Three people need her workflow for the month-end close. They spend hours trying to figure it out on their own, but still get it wrong. Sound familiar?



2/3 of employees don’t have what they need to do their jobs.

Knowledge is trapped in your team members’ heads. A staggering 71% of an organization’s workflows and processes are not documented. And it’s no one’s fault — documentation has always been so painful that most teams skip it. But, colleagues are blocked without it.

If this sounds like a benign problem, it’s not. Our research showed that this documentation gap translates into 2/3 of employees not knowing how to get their jobs done correctly. On Sarah’s Accounting team of 8 team members, this means 6 don’t know how to do their jobs right. Worse, they’re spending 50% of their time (that’s half!) searching for answers and duplicating work.



50% of time is spent searching for and duplicating work.

When organizational know-how is inaccessible to most teams, it creates a damaging gap that slows down onboarding, creates costly (yet preventable) errors, and drags down team efficiency.

Lack of documentation is costing companies millions.

\$15.1 million

The average annual cost of lack of documentation at a 1,000 person organization.

At a basic level, every single team member needs to:

- Onboard or be onboarded as a new hire
- Use software correctly
- Build or follow training materials
- Create or adhere to Standard Operating Procedures (SOPs)

Unless this is documented in an easy-to-find, easy-to-follow, accurate way, employees will always have to ask someone (“How do I...?”). Or, they’ll have to guess the answer, reinventing the wheel and duplicating efforts — often inconsistently.

Every year without documentation costs the average 1000-person organization \$15,120,000. That’s the salary of 202 people — except you’re paying it to inefficiency.

Workarounds aren’t working.

Let’s be real — getting answers without documentation is embarrassing at best and grossly inefficient at worst.



Asking around

Most teams operate with an “ask around” knowledge model (oral tradition, in 2025). Under 1/3 of workflows are actually documented, on average.



Manual documentation

It’s painful to create documentation manually. Copy/pasting screenshots is time-consuming and tedious, and it takes even longer to plan (and watch) recorded or live training sessions.



Time hunting for answers:

People lose an entire day every week just trying to figure out how to do their jobs — or waiting for someone to show them.



Inconsistent experiences

New hires take a long time to ramp, and the information and experience they have during onboarding can vary greatly.



Compliance risk

When workflows and tasks are executed inconsistently or incorrectly, it creates compliance risk. Especially in regulated industries like Finance, Healthcare, and Law.



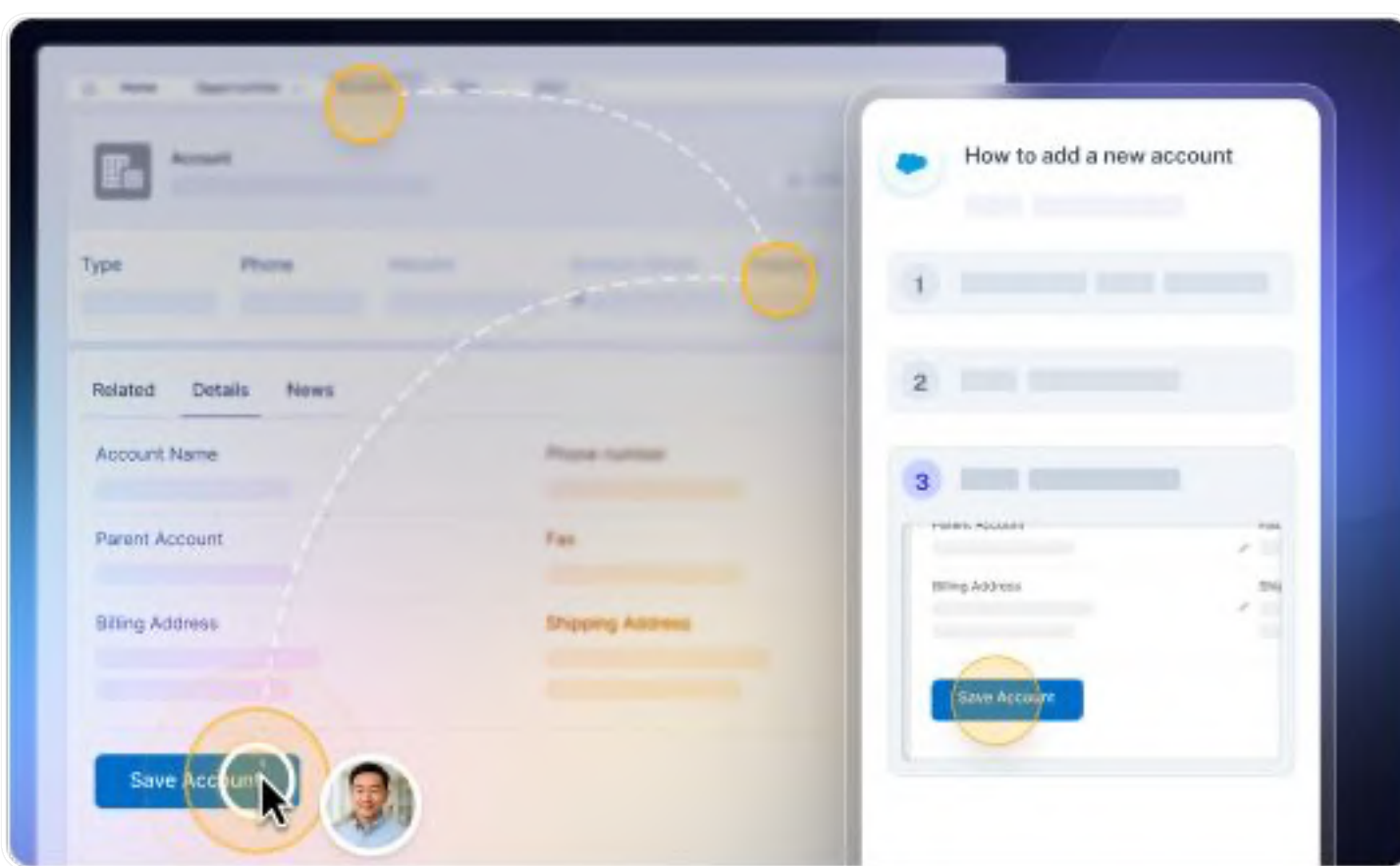
Software misuse

When software is used incorrectly, organizations don’t get ROI from it.

AN INSTANT FIX

Game-changers exist. AI and software have solved this problem.

Ensure work gets done right.



Document and scale how work gets done — automatically.

Scribe captures the know-how that's trapped in people's heads so team members can retire in peace, go on vacation, be out sick, and scale their business without risk.

Scribe's Workflow AI platform captures how work gets done — while it's being done. Your team members do their work normally and Scribe follows along, instantly creating professional documentation.

What used to take hours now takes zero extra time. No recording. No typing. No slowing down. Just instant documentation of any computer workflow or process, ready to share as a beautiful, step-by-step guide, movie, or interactive walkthrough, wherever users work — their wikis, knowledge bases, or help centers.

What changes with automatic documentation?



Centralized processes

Create, centralize, & standardize documentation (really, really quickly).



Increased clarity

Provide clarity — and reduce repeat questions and scheduled walkthroughs.



Faster onboarding

Ramp new hires faster — 40% faster.



Improved accuracy

Increase the accuracy of work being done.



Software ROI

Implement software on time and drive adoption of it.



Removed silos

Transfer know-how across teams.



Stronger customer relationships

Answer customer questions and provide delightful, scalable product training.



“Our team used to be swamped answering questions all day in Slack. Now that we can answer questions with Scribe, we’ve **seen fewer tickets** coming through as people have **easy access to these self-serve resources**.”

Kimberly Batista
Senior Organizational Development Program Manager
at DigitalOcean (Technology company, 1,300 employees)



“One of the biggest wins was realizing how quickly we could get to value with Scribe. Someone could create a Scribe **in under three minutes**, and it **immediately became a scalable asset for the team**.”

Josh Didion
Senior Director Of Strategic Accounts
at Mindbody (Fitness & wellness software company, 1,600 employees)



We’ve analyzed the benefits. Documentation is a no-brainer.

IMPACT AREA	BENEFIT
Time savings	Each team member saves 35 hours/month searching for knowledge, documenting workflows, and training colleagues. This equates to \$15,120 per employee per year.*
Ramp time	New hires ramp 40% faster. Trapped knowledge becomes team knowledge.
Execution quality	98% say their teams make fewer mistakes following a Scribe guide.
Knowledge sharing	93% say Scribe helped break down knowledge silos between departments.
Customer impact	85% report improved outcomes for customers or internal stakeholders.
Fast time to value	80% of users saw value from Scribe in just days - many in hours or even minutes. Many customers say it's the fastest solution they've ever implemented.



“Scribe is the only solution I've ever seen that has people on our team actually excited to do documentation. For that purpose alone, it has been incredibly helpful to improve our processes.”

Actuarial Professional at New York Life
— Insurance 15,000 employees



RESULTS

Real results, really fast.

By making knowledge flow throughout and across teams, organizations save money, reduce risk, and work smarter and faster.

#1. Time is money. Teams save both.



Save each employee an entire day per week

Each Scribe user saves an average of 35 hours every month just by using Scribe to document workflows, share knowledge (find or answer “How do I...” questions), and train teammates.



\$15,120

in costs saved per employee annually



ROI per person using Scribe

\$15,120 in costs saved per employee, annually.



35 hrs

35 hours average time saved each month per employee with Scribe



Operate more efficiently

Organizations use Scribe to scale without hiring, move work offshore, and reduce over-reliance on subject-matter experts — all while maintaining speed and consistency. 95% of leaders say Scribe helps them do more with less.

95%

95% of customers say Scribe helps them do more with less



See value fast

80% of users see value from Scribe in just days — many in hours or even minutes. Many customers say it’s the fastest solution they’ve ever implemented.

80%

80% of customers see value within days of starting



“Before Scribe, creating process documents could take a day or more to complete. With Scribe, I have been able to create process documents in as little as 3 minutes.”

Jason Shadbolt
Learning & Content Senior Manager
at Bell Canada (Telecommunications company, 45,000 employees)



coronis
health

“I have a Scribe that’s received over 2,000 views. Before Scribe, I could have spent 5 minutes teaching someone how to do that thing. That’s 10,000 minutes -or a month of my time -I’ve potentially saved myself just by using Scribe.”

Team member
at Coronis Health (Healthcare company, 5,000 employees)

#2. Organizations saw value from new hires in record time.



Onboard talent faster

Ramp time decreased by 40%. For example, a new hire can be fully ramped in just 3.5 months instead of 6 with Scribe.

40%

40% decrease in new hire ramp time



Find know-how more easily

Scribe made it 63% faster for colleagues to find answers about how to do their job.

63%

63% faster to find answers

Artex

“Scribe has made it so easy for me to create and update training documents. I’ve cut the time it takes to train our new hires by over 50%.”



Kim Leyland-Walker
Assistant Claims Manage
at Artex (Insurance company, 500 employees)

#3. Fewer mistakes. More consistency.



Make fewer mistakes

98% say their teams make fewer errors when following a Scribe.

98%

98% of leaders say their team makes fewer mistakes



Work 12x as fast

Customers say their teams are working 12x faster



\$15,120

in costs saved per employee annually



Break down knowledge silos

93% say Scribe completely broke down knowledge silos between teams



Best-in-class security

Scribe maintains SOC 2 Type II, HIPAA, FERPA, and GDPR compliance out of the box.

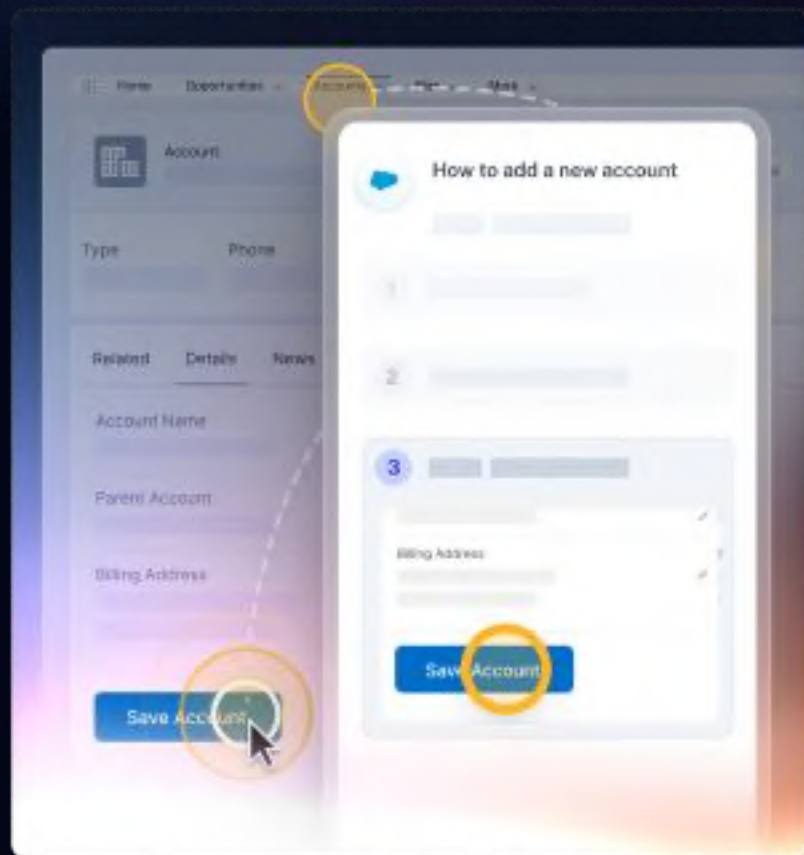


12x

Teams work 12x faster

THE TAKEAWAY

Lack of documentation is a costly problem. But the fix is nearly instant.



Capture any workflow.

Create beautiful step-by-step guides automatically with AI. No more manual copy/pasting.



Share with colleagues and clients.

Embed or share guides and movies where your team already works — wikis, help centers & more.



Ensure work gets done right.

Turn any workflow into easy-to-follow guides and interactive walkthroughs.

The organizations that Scribe works with aren't just documenting processes — they're scaling performance, reducing burnout, and unlocking time for high-impact, strategic, and creative work.

Remember that library with 2/3 of its books missing? With Scribe, you're not just filling the empty shelves — you're creating digitized, searchable workflows that update as they change. Now your employees (and your AI tools) can find every answer and do every workflow, and that brilliant librarian finally has a complete collection to work with. The knowledge that once lived only in people's heads becomes the foundation that powers both your human and artificial intelligence.



"The value is so immense that for anyone documenting a process, a Scribe license is a no-brainer."

Brian Willidams
Head of Continuous Improvement,
at New York Life
(Insurance company, 15,000 employees)

NEW
YORK
LIFE

Trusted by **94%** of the Fortune 500

INTUIT

NORTHERN
TRUST

LinkedIn

mindbody

T-Mobile

NEW
YORK
LIFE

intel

ThermoFisher
SCIENTIFIC

600,000 organizations rely on Scribe to train colleagues, assist customers, and drive software adoption.

See your ROI in minutes.

Instantly capture and share your team's knowledge with smarter documentation.

Request a demo

Scribe

