

Parkin S Booth is one of Liverpool's top insolvency practitioners, established in Liverpool for more than 90 years.

What is your reason for outsourcing?

We previously used two full time typists but the flow of work was insufficient to keep both of them busy all of the time. We looked at outsourcing as a way of solving this problem. As a consequence we no longer have full time typists.

What other solutions did you consider prior to consulting Document Direct?

We considered using a speech to text system (speech recognition), however this required too much time to "train" the system to understand our technical terms and varied client names.

Have you experienced any problems with your outsource service from Document Direct? If so, what are they?

We haven't experienced any problems with outsourcing to Document Direct.

What are the main benefits to you and your firm?


Saved management time in knowing that any document which has been dictated will be returned to our in-tray by the next day and that if any document is required more urgently then the turnaround time can be reduced.

Can you quantify any financial benefits to outsourcing?

We only pay for the amount of dictation that the typists produce, so there are no payroll costs involved such as NI, sick pay, holiday pay, overtime charges. We would estimate a saving of about 40% from our previous typing costs.

Case Study

Parkin S Booth



Parkin S. Booth & Co.



Document Direct

The Plaza
100 Old Hall Street
Liverpool
L3 9QJ

Phone: 0151 227 9150
Fax: 0151 227 1734
E-mail: info@documentdirect.co.uk