



# 5 Hidden Roadblocks That Sap Employee Productivity and Efficiency

 backdocket®

# HIDDEN ROADBLOCKS THAT SAP EMPLOYEE PRODUCTIVITY AND EFFICIENCY

While visible productivity issues get attention quickly, the most damaging ones are embedded in daily workflows and systems that most firms rarely question.

Many firms lose time and money at a systemic level. Using multiple systems for intake and case work, unclear task ownership, and layered approval processes create delays and unnecessary confusion that impact profitability.

This e-book identifies five often-missed productivity barriers and outlines how firms can remove them through workflow automation and centralized practice management.





## WHY WORKFLOW BLINDSPOTS ARE SO DANGEROUS

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Obvious productivity problems usually produce a clear outcome, such as missed deadlines or visible backlogs. That makes them easy to identify and fix.

In contrast, unexpected productivity issues happen in the background and often:

- Feel normal over time
- Affect everyone, not just one employee
- Multiply across teams and cases
- Create burnout without clear cause

To track and fix them, firms must make changes at an operational level.

## ROADBLOCK #1 — CONTEXT SWITCHING BETWEEN DISCONNECTED SYSTEMS

Lawyers and staff frequently switch between multiple systems to complete basic tasks. [Intake starts in one place](#), documents are stored elsewhere, updates are communicated via email, and tasks are tracked separately.

When staff juggle:

Case management tools

- Email
- Document storage
- Calendars
- Task lists

Every switch forces the brain to refocus. Research shows that even brief transitions can cost nearly 20 minutes of concentration, resulting in hours of lost time over the course of a week.



# PROJECT MANAGEMENT



## ROADBLOCK #2 — UNCLEAR PROCESS OWNERSHIP

When ownership isn't clearly defined, tasks sit idle, effort overlaps, and responsibility becomes unclear.

This often shows up as:

- "I thought someone else handled that"
- Delays in routine case progress
- Frustration between departments

Studies have found that delegating responsibilities can save up to **8 hours** per week and reduce employee stress; without **clear task assignment**, that time is lost to delays and rework.

## ROADBLOCK #3 — INFORMATION SILOS

Critical information lives across email inboxes, shared drives, individual desktops, and paper notes. Without a [centralized system](#), that information isn't visible to everyone who needs it at the right time.

Staff waste time hunting for:

- The latest document version
- Case updates
- Prior communications with clients or opposing counsel

Logging into multiple systems, copying information between tools, and tracking down answers lead to nearly [12 hours per week](#) of unnecessary interruptions, repeated questions, and lost momentum.





## ROADBLOCK #4 — APPROVAL BOTTLENECKS

Many firms require managerial approval for routine filings, standard communications, and minor case decisions. For example, a partner may need to sign off on a status update or scheduling notice prepared by a junior associate.

While oversight matters, excessive sign-offs:

- Slow progress due to unnecessary waiting
- Pull managers into low-value work
- Teach staff to wait instead of act

This setback can cost your firm days, weeks, or even months of time and create mistrust with clients when routine updates or filings are delayed.

## ROADBLOCK #5 — INADEQUATE ONBOARDING

Onboarding can be a challenge for law firms. New hires often receive partial training, outdated instructions, and guidance to “ask someone if you need help.”

Without documented, standardized workflows:

- Productivity ramps up slowly
- Errors increase
- Experienced staff get interrupted constantly

Organizations with structured training report 2.5x revenue growth and 1.5x profit growth. In contrast, poor onboarding creates long-term inefficiency.





## WHY THESE AREN'T EMPLOYEE PROBLEMS

When the same issues show up no matter who's doing the work, performance isn't the root cause. It's the systems behind them.

To address them, firms need [practice management software](#) that:

- Centralizes information in one system
- Standardizes workflows and ownership
- Automates routine processes
- Reduces unnecessary approvals
- Creates clear onboarding paths

The goal isn't to make people work harder; it's to eliminate the structural issues that slow down work.

# THE BACKDOCKET ADVANTAGE

Backdocket is a practice management system that centralizes case work, task management, and internal coordination in one place.

With backdocket, firms gain:

- Single access point for case and task data
- Clear workflow ownership
- Reduced context switching
- Faster onboarding
- Fewer bottlenecks

This is how practice management software turns productivity into a system, not a struggle.





## REMOVE PRODUCTIVITY CHALLENGES WITH BACKDOCKET

Hidden roadblocks won't fix themselves, but once you can see them, you can eliminate them. Discover how the right practice management software helps your team focus, move faster, and work with confidence, every day.

See how much time your firm is losing. and how to get it back. [Request a free demo](#) of backdocket today.



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