



GUIDE

Best practices in project resource planning



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Introduction

**Want to improve productivity?
This guide shows you how, through
smarter resource optimisation in
project-based organisations.**

With the help of this guide, you can evaluate your resource planning challenges and learn how choosing the right tools can make a significant difference to your bottom line. It will also offer ideas on how to make better business decisions across your organisation.

7 reasons for resource optimisation



Lead with knowledge



Improve productivity



Anticipate changes



Make smarter decisions



Stay up to date



Access data easily



Increase profitability



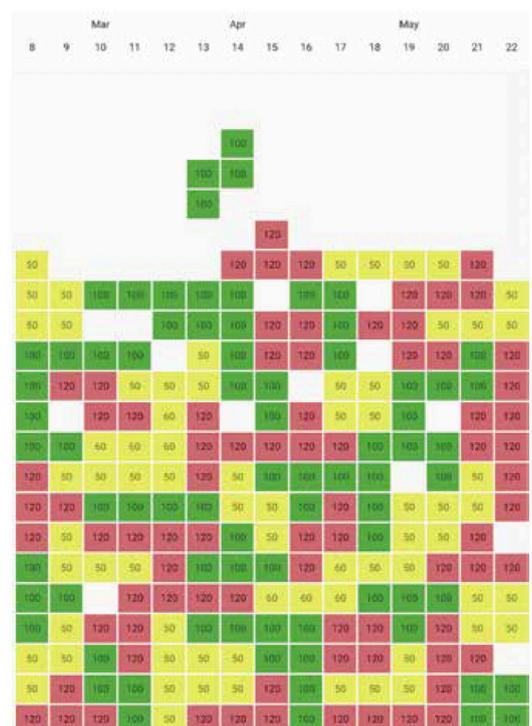
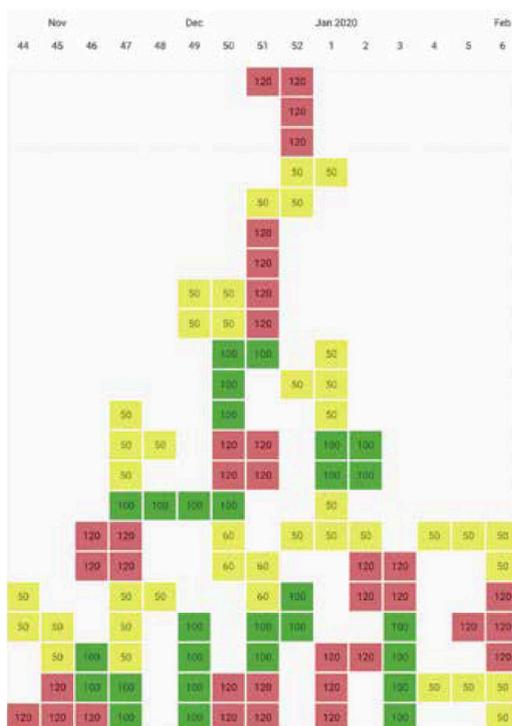
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How resource planning is like Tetris?

Resource planning resembles Tetris in many ways. New projects begin, old ones finish, new staff join and others move on. The blocks — people and projects — keep appearing faster and faster. When you lack the time or visibility to spot the right space for each new block, gaps appear in your board. Those empty spaces represent wasted working hours and unrealised potential.

But you can change the rules of the game. When your organisation uses proper tools and processes, you see new blocks early enough to react calmly. Decisions can be based on facts, and each new block can be placed in the optimal spot.

The result is a much more compact board, and an organisation with a clear, current plan for every resourcing situation.



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Common resource management pitfalls

Project managers in project-based organisations typically have excellent skills and well-developed practices in project management. Problems in resource management tend to be related not to individual competence, but to a lack of shared planning or inconsistent information sharing.

An organisation may lack a valid resourcing plan altogether, or plans may exist but be scattered across spreadsheets, inboxes and individual team managers. This is a significant problem: project business is, above all, about people.

A project team without the right competencies, or simply without enough members, limits success regardless of how good the underlying processes are. Even the best methodologies require a solid resourcing foundation.

In a typical project organisation, project managers build their own resourcing plans and team managers track their individual teams. Unfortunately, this siloed approach is rarely sufficient.

Senior management often lacks an overview of the situation, even though they make the most consequential decisions: whether to recruit, downsize or subcontract. Without accurate resourcing information, those choices will either be wrong or made too late.

Focusing only on the overall picture also carries risks. Severe imbalances can exist within the organisation — one department desperately overloaded while another has very little to do. This is why the ability to drill down to departments, locations and individual employees matters as much as the high-level view.

The solution is a centralised database for resource information that allows every level of the organisation to view and update resourcing plans. Critically, senior management must have reliable information to support timely, well-founded decisions. When potential over- or underload situations can be forecast in advance, adjustments can be made early — and more drastic measures, such as redundancies, can often be avoided altogether.

A centralised source of information *ensures*



Top-level management

Valid, current information to make timely decisions



Project managers

The ability to view and update project resourcing plans



Team managers

A clear picture of each team member's workload



4 Resourcing process renewal is a business project

A common misconception when renewing a resourcing process is that the organisation's needs are so unique that existing tools cannot accommodate them. In reality, the vast majority of project-based businesses — whether civil engineering firms, architectural practices, management consultancies, or other professional services companies — can use well-designed, purpose-built solutions and configure them to suit their needs. This avoids lengthy, expensive custom builds and allows organisations to begin realising the benefits almost immediately.

Of course, no tool delivers value if staff refuse to use it. This is especially true of resource management tools. When a tool is too complicated or unintuitive, people simply stop updating it. Neglected data is

worse than no data at all, because it creates a false sense of visibility. To prevent this, choose tools that are approachable and quick to learn. A simple test: if you frequently need to consult the manual during everyday use, there is likely a usability problem.

When data quality suffers, business decisions suffer with it. The entire organisation's strategic picture depends on resource information being current and trustworthy. Tools that are easy to adopt encourage frequent use, and when updating is effortless, information stays relevant. The goal is to reach a state where your organisation can rely confidently on its resourcing data, and that only happens when the tool feels effortless, so updating it becomes second nature.



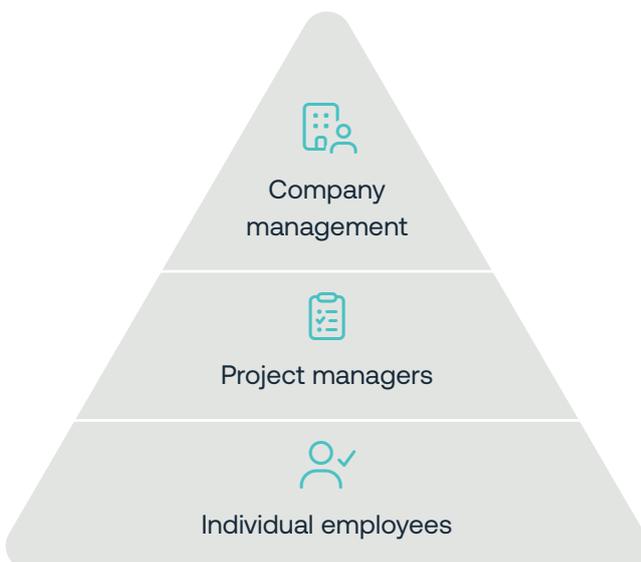


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Knowledge-led project management

Leading with knowledge may sound abstract, but it can be approached from a very practical angle. Your organisation produces information constantly. The challenge is how to collect it and use it to your advantage.

The key is to have all information in one place, kept up to date and presented in a format that is easy to interpret. Knowledge can be put to work at three levels: company management, project managers and individual employees.



For company management, a consolidated overview shows what the total order backlog looks like and what the sales pipeline will demand in terms of resources. When workloads are high, managers can recruit or bring in subcontractors on time. When workloads are low, personnel can be redirected to other activities, such as business development, training or internal improvement projects, before the situation becomes critical.

For project managers, a clearer picture of each project means fewer surprises. They can see who is allocated to what, spot conflicts early and address them before they escalate.

For individual employees, visibility into their own current and future workload supports focus and reduces uncertainty. When people know what is expected of them — not only this week, but over the coming months — they can plan their own work more effectively.



Keep information in one place



Have a complete overview of past and future development



Spot employee under- and overloads in time and adjust accordingly



Make strategic decisions based on accurate information



Assign the right expertise to every project, without disruption



Create an open and transparent organisation

Knowledge-led management also relates directly to how people experience their work. When resourcing information is stored in one place and kept up to date, everyone is aware of who is working on which project and with what workload. Clarity in schedules and responsibilities leads to better focus and improves well-being at work. A single database makes it easier for project managers to find the best possible team members, while specialists can focus on their work and fully utilise their expertise without disruptions.

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How to optimise project resourcing

At its core, resource planning is about money. In a project organisation, most costs are personnel-related — salaries, benefits and contractor fees. Inefficient use of work hours, whether due to poor processes or the wrong tools, directly impacts your bottom line. An optimised resourcing plan allows you to reduce costs or deliver more with the same headcount.

To assess whether your current resourcing is working well, ask yourself the following questions:



Do you have full visibility of your current and future resource allocation?



Can you anticipate and resolve conflicts quickly?



Can you find the right people at the right time?



Is your organisation transparent and open?



7

Resource planning trends in project organisations

Resource planning has grown considerably more complex over the past few years. Several developments are reshaping how project-driven organisations approach the challenge.



Hybrid and distributed teams

Resources can no longer be managed as though everyone is in one location. Planning must account for varying working patterns, site-based versus office-based staff, and workload distribution across dispersed teams.



Wellbeing and sustainable workloads

Chronic overloading leads to burnout, absence, and turnover. Visible, well-managed workloads are no longer just a welfare concern — they are a commercial one.



Skills-based resourcing

Matching people to projects is increasingly about competencies, not just availability. Knowing who holds the right qualifications, seniority, and experience — and at what cost — makes the difference.



Tech stack integrations

Connect your resourcing tool to ERP systems, CRM platforms, and BI dashboards for real-time visibility of project profitability.



Data-led decision-making

Gut instinct is no longer enough. Reliable, centralised data covering utilisation rates, capacity forecasts, and historical actuals is now the foundation of good planning.



AI resource intelligence

AI is transforming resource planning. From automating allocation and surfacing insights from historical data, to generating custom reports, AI-powered resourcing is a strategic advantage.

In an organisation of 100 people, improving the invoicing rate of billable staff by just one percentage point can increase profitability by as much as €10,000 per month. For organisations at an average maturity level in their resourcing processes, the improvement potential is typically even greater.

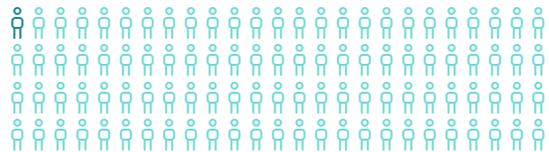
This logic applies equally to organisations running internal development projects. Fewer wasted hours, better focus and clearer priorities all translate to tangible value.

What could this mean for your organisation? Multiply your number of billable staff by their average hourly rate and the number of billable hours per month, then apply the percentage improvement you believe is achievable. The result might surprise you!



Resource optimisation in numbers:

1% improvement in resource allocation in a 100 person organisation



= **€ 10,000** increase in your bottom line



Calculate the effect of resource optimisation in your organisation:

Number of people: _____

Current invoicing rate: _____ %

Average invoicing hourly price: _____ €/h

Improved invoicing rate: _____ %

Increased profit = _____



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EG Silverbucket for project resourcing

This guide has outlined what separates high-performing project organisations from those that struggle: centralised information, visible workloads, skills-based allocation, knowledge-led decision-making, and the ability to anticipate problems before they escalate. EG Silverbucket is built around every one of these principles.

From the moment a project enters the pipeline, EG Silverbucket gives your organisation the tools to plan smarter. Allocate resources to people or roles, manage competencies, track seniority and cost, set soft bookings for tentative projects, and monitor capacity across every team and department — all from a single platform. As projects evolve, drag-and-drop adjustments, risk tracking, and real-time conflict alerts mean you stay in control without the administrative burden.

The result is an organisation that invoices more, wastes less, and makes faster, better-informed decisions at every level. Project managers spend less time firefighting and more time delivering. Senior leaders get the visibility they need to recruit, subcontract, and strategise with confidence. And individual employees benefit from clearer workloads, less overloading, and a more transparent working environment.

EG Silverbucket is a cloud-based solution built specifically for project-driven organisations. With over 16 years of experience, EG Silverbucket supports over 40,000 users across more than 150 project organisations worldwide, and is continuously developed in close collaboration with our clients.

Resource planning done right is not just an operational improvement — it is a competitive advantage. EG Silverbucket gives you the tools to make it happen.



Three reasons for choosing Silverbucket



1. Plan resources efficiently, boost profitability

Better utilisation rates mean a higher invoicing rate and stronger margins. Fewer overbookings reduce stress levels and protect team wellbeing. With EG Silverbucket, your team spends less time firefighting and more time delivering.



2. Learn from the past, plan for the future

To make each project more profitable than the last, you need clear visibility of what happened and what is coming. EG Silverbucket gives you exactly that, without clutter or complexity.



3. Quick to deploy, fast to deliver

EG Silverbucket is quick to deploy, with no lengthy implementation or complex setup required. Most organisations are up and running within days, and the benefits to your bottom line are visible almost immediately.

Interested in learning more?

Contact

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For more information or visit our website

www.silverbucket.com

Start your free 30-day trial

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