

# The Blueprint for Future-Proofing Agencies

Follow the evidence. The numbers never lie.

CRIME REPORT

The work keeps coming (...but the numbers don't add up).

Deadlines slide, scope expands, teams stretch thin, and profits quietly leak. This case file breaks down why agency projects fail and shows the planning system that keeps margins healthy and clients coming back.

## The Evidence Locker

Clues that project planning is sabotaging your agency

### 1 Projects don't land on time

Only **34% of companies** mostly or always hit their deadlines. The rest? Running late, every time.

### 2 Scope creep is ruining the show

Nearly **half of project managers (48%)** skip proper scope definition—opening the door to overruns and margin leaks.

### 3 Risk never gets a seat at the table

**1 in 3 PMs** don't plan for risks or contingencies. When trouble hits, there's no backup plan (just damage control).

### 4 The team looks exhausted (and so do you...)

Poor resource planning causes burnout, bloated schedules, and quality that starts to crack.

### 5 Revenue's growing. Profit isn't.

Agencies stack on clients and services without knowing what actually makes money.

### 6 Reporting takes forever

**50% of PMs** lose a full day (or more) pulling reports instead of fixing problems.

What's the crime, you ask?

**Reactive planning without data.**

### 1. Define the project

Set clear goals and success metrics. Lock scope early. Map milestones, timelines, and ownership before work begins.

### 2. Follow the money

Set profit targets upfront. Price using real time-tracking intel. Always build a 10–20% contingency buffer.

### 3. Time tracking = Truth serum

Track time across strategy, production, and delivery. Identify what's profitable (and what isn't). Spot trends early.

### 4. Chase outcomes, not tasks

Plan for results. Tie milestones to revenue impact, not just checklists.

### 5. Protect the team by managing capacity

Plan based on actual workloads. Burnout is a planning failure—not a people problem.

### 6. Interrogate every request

Listen to clients, but filter carefully. Show how changes affect timelines, costs, and profitability.

Stop guessing. Start tracking.

Toggl gives agencies the tools to capture every billable minute, forecast budgets in real time, prevent over-delivery, and spot which clients, projects, or services actually drive profit—all while cutting admin and gaining clarity.

Stop guessing. Start tracking.

