



Acadiana Waste Services

Digitizing fleet maintenance to eliminate downtime, control costs, and move from reactive to proactive.

Overview

Acadiana Waste Services is a locally owned and operated solid waste management company based in Lafayette, Louisiana. The company serves residential customers across the city of Lafayette and surrounding unincorporated areas, and supports commercial operations from New Iberia to Alexandria, covering cities including Lafayette, Scott, Carencro, Broussard, Youngsville, Ville Platte, and Duson.



Challenges

Acadiana's rapid growth put pressure on manual maintenance processes. Without a centralized system or inventory tracking, the team relied on spreadsheets and driver logs to manage preventive maintenance (PM).

This resulted in unscheduled downtime, parts shortages and overstocking, and added costs from rentals, split routes, and overtime. With expenses grouped only by division, true maintenance cost per vehicle stayed out of reach.

- No inventory system, driving both shortages and overstocking
- Reactive preventive maintenance tracking, increasing missed PM risk
- Limited visibility into per-vehicle maintenance costs
- Extended downtime – often 2 to 3 days – while sourcing parts
- Added costs from rentals and missed opportunities to source competitively priced parts
- Compliance tracking tied to manual spreadsheets

Acadiana Waste Services transformed fleet maintenance from reactive to reliable.

Scale without the chaos ➤

100%

preventive maintenance compliance

100+

years waste management and disposal experience

77,400+

residential homes served

600+

roll-off containers

2,500+

commercial containers

36,000+

gallon fuel tank usage visibility

61

trucks actively managed





Solution

Acadiana implemented AMCS Fleet Maintenance (Dossier), replacing a reactive, paper-based approach with a structured, digital maintenance program. The solution brought real-time inventory tracking, proactive maintenance scheduling, unit-level cost visibility, and integrated fuel and telematics data – giving the team the tools to stay ahead of issues rather than react to them.

- Proactive PM scheduling based on daily odometer and fuel data imports
- Inventory tracking with bin locations and min/max part levels
- Unit-level cost visibility to improve asset performance analysis
- Digital work orders and task management to streamline technician workflows
- The AMCS team worked onsite with Acadiana to support implementation – training staff to independently manage inventory, workflows, and system usage.

Results

Acadiana now has full visibility into fleet maintenance operations. Preventive maintenance is proactively scheduled, with no missed PMs since establishing daily meter imports. Unscheduled downtime has dropped as technicians have the right parts available when they need them. They can identify high-cost vehicles, manage inventory precisely, recover warranty dollars, and audit compliance with confidence – all in one place.

Improved uptime + reliability

- Proactive PM scheduling with automated alerts ensures on-time completion
- Significant reduction in unscheduled downtime
- Fewer rental vehicles required due to improved fleet availability

Inventory control + cost savings

- Real-time inventory tracking eliminates over-ordering and parts shortages
- Reduced spend on duplicate parts purchases
- Improved sourcing at competitive prices

Greater cost visibility

- Full visibility into maintenance costs at the individual truck level
- Ability to establish total cost of maintenance baselines
- Identification of high-cost vehicles to support better fleet decisions

Increased workforce efficiency

- Pre-assigned tasks enable technicians to begin work immediately
- Reduced administrative burden for managers and mechanics
- Clear digital record of completed and pending work

Improved compliance + data confidence

- Centralized tracking replaces manual compliance spreadsheets
- Increased confidence in inventory and maintenance data accuracy
- Reduced team stress through better preparedness and visibility

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“Prior to Fleet Maintenance, we did not have an inventory system at all. It led to problems on both ends of the spectrum—either not having the parts we needed or overstocking parts unnecessarily.”

Bryce Gisclair, Business Analyst,
Acadiana Waste Services

