



Stella Environmental Services

Automation underpins scalability and delivers rapid growth.

About Stella Environmental Services

When Stella Environmental Services was established in 1992, the company began with just one transfer station. Today, with a national footprint, Stella specializes in providing comprehensive transfer station management, transportation, loading, and leachate services to over 100 locations from coast to coast.

The company's vision to be the premier national transfer station logistics company is well on the way to fruition and Stella now processes more than 800,000 tons of waste per month. At the heart of this success is a passion for building partnerships that spark growth. Thus Stella creates opportunities for lasting impact, delivering solutions that are efficient, sustainable, and tailored to customer needs, helping the company live up to its goal of being the safest, most reliable transfer station partner in the country.



Challenge

Back in 1992, Stella Environmental Services started hauling for a humble transfer station in Houston, Texas, fueled by a vision to serve customers in ways that make a measurable difference. Fast forward to 2018 and Stella was still keen to make a difference, but the company was beginning to notice barriers and pain points arising from inefficient business processes. So, what were the barriers?

First and foremost, Stella was hampered by its paper-based operations. Drivers' ticket data was captured and collected entirely on handwritten paper tickets, creating room for errors and delays. Operations were monitored and managed on a giant board, covered with Post-It Notes just waiting for gravity to do its work. The result: tickets were often lost or mislaid causing confusion. Stella even hired employees solely to reconcile the mass of paper tickets circulating between departments.

Despite these issues, however, Stella was determined to be the premier national transfer station management and logistics services company. They were ready to step away from the 90s and into the 21st century, prompting Stella to look for a solution.

"Truly the inefficiencies of paper and the impact it had on our back-office staff drove us to AMCS," revealed Doug Travis, Stella's Vice President.

Stella Environmental Services is using the following AMCS solutions: Bulk Hauling

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100

transfer stations

800,000

tons per month

1200

loads per day in 2021 from 180 in 2019

530

truck fleet in 2021 from 100 in 2019





Solution

Stella became an AMCS customer in 2018, taking their first steps away from the world of paper tickets in an attempt to streamline operations. To begin the process, the AMCS onboarding and customer experience team reviewed Stella's existing operations to identify inefficient processes with a view to implementing automation from order to invoice.

In the first instance, Stella needed to take on heavier workloads with the same amount of resources in place in order to scale its business. By removing logistics barriers and introducing software designed specifically to meet the challenges of the waste and recycling industry, Stella was able to grow its operation.

Automated tools help to streamline transport planning and dispatch and with improved resource utilization, Stella was able to significantly increase productivity, rapidly growing its service to over 65 transfer stations. Scalability like this doesn't happen overnight – but it didn't take long to start seeing major impacts once Stella began removing its logistics barriers.

Results

With the AMCS transportation management system (TMS) in place, drivers can turn around loads quicker, and back-office operations can process invoices at a faster rate. By boosting automation and condensing as many as five steps into one, Stella's team saw the growth they were looking for.

Backed by AMCS, Stella's fleet size grew from just 100 trucks in 2019, to 200 in 2020, and 530 in 2021. This impressive scalability also saw Stella increase the number of loads handled in a single day from 180 in 2019, to 380 in 2020, rising to 1200 loads per day in 2021.

In fact, AMCS's overall impact was extraordinary, increasing Stella's average daily loads by 65%.

Commenting on the changes, vice president, Doug Travis, explained: The scalability with the AMCS system has really allowed us to be able to step into a market and start on day one with little to no issues. The transportation management system provides the capability to begin training our independent contractor drivers a day or two before operations start. Once operations start, we are 100% live and rolling."

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Previously, drivers would fill out manual tickets and there was at least a two-day lag on having that paperwork in the office. But with AMCS, we can work on tickets in real-time. This greatly improved our back office operations, making it so much easier to get settlement sheets out to the contractors in a timely manner.

Doug Travis, Vice President, Stella Environmental Services