



AMCS Case Study

kmG Hauling
United States

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kmG breaks free from manual processes and streamlines their back-office operations with the AMCS Platform: Enterprise Management Solution.

kmG Hauling in brief

kmG is a family-owned waste and recycling company founded in 2002. Since 2002, they have provided commercial, industrial, and residential entities with safe, earth-conscious waste removal solutions. They specialize in the collection and disposal of trash, recycling, bulk, construction and demolition (C&D) and other debris from commercial and residential communities in D.C., Maryland, and Virginia.

Their experience includes a variety of commercial and residential accounts including restaurants, hotels, office and apartment buildings, retail stores, government buildings, construction companies and housing communities.

The company has grown to having over 100 vehicles in their fleet that provide services for recycling collection, trash collection, bulk service and roll off. They have over a 100 employees and manage 45 routes that go out each day to service about 5,000 customers. As they increased their fleet, they evolved and adapted to a modern, state-of-the-art method for removing waste and using their trucks for good. Each of their trucks are painted in various colors to symbolize causes they care about.

Growing business

Prior to the implementation of the AMCS Platform: Enterprise Management Solution, most of kmG Hauling's office operations were manual processes. Billing was handled through QuickBooks, while routing was done using Excel and then manually updated when services changed. When there was a need for a work order to be generated, it was manually done, making it time consuming and a challenge to track and manage efficiently. kmG Hauling needed a way to migrate all their data and consolidate it into one system to improve their operational efficiency and enhance their customer service. kmG Hauling recognized the need to find a solution that would replace the manual systems by finding a solution that would support their efforts and provide better

“Our company was built on the principle that customer service would be what separated us from the competition, so we take pride in that. It was important to us to find a technology partner that would help us get to that higher level of service. And we found that with AMCS.

Linda Brown, Senior Director



[Watch video how kmG benefits from AMCS Solutions](#)

Solutions in Scalability and Efficiency

kmG originally discovered AMCS and its solutions at WasteExpo and then visited their facility to further develop an understanding of their software.

They chose AMCS for many reasons, but two key things resonated for them. The primary one was that AMCS is focused on the waste management industry and understands the waste business and the second one is the robust solution that allows kmG to have everything in one place, which has improved efficiency, prevented revenue leakage and standardized their back-office operations.

Change management

As with any new technology, change can be difficult with unexpected glitches. The primary concern was getting the internal staff to grasp the mindset that the processes were going to be a bit different and, as a result, it took quite a bit of upfront work. So kmG Hauling put together an internal team of subject matter experts consisting of kmG Hauling's IT Consultant, and members of their finance and customer service teams to oversee the implementation and work with the AMCS team.

In preparation of the system being implemented, kmG Hauling's team had to grasp the mindset of outlining processes to be more of a workflow than a transaction. kmG Hauling chose to have AMCS fly out and hands on train onsite, which was extremely helpful and resourceful. The team worked extensively on developing the workflow to map out all the aspects of each service offered to include type of customer, the equipment used, type of service, frequency of service and any exceptions to their business processes.

Getting the staff used to seeing information in a different way was the most difficult part of the process. Drivers had to get used to seeing a route sheet differently. For example, a notes section is included for specific accounts that the driver needs to focus on for service time requirement, codes for locks on the containers or points of contacts to call to open a door or gate where the containers are located. In addition, the AMCS Enterprise Management solution has helped kmG Hauling standardize some of the back-office operations. They have been able to archive customer interactions, as well as have immediate access to information for each customer record in real time. This allows kmG Hauling to provide a higher level of customer service when people call or e-mail.

Key Benefits to kmG Hauling's Business:

The biggest benefit of the software was the automation of their internal processes, allowing them to get real-time information when customers called in and improved the level of customer service.

- ▶ Automation of internal processes
- ▶ Access to real-time customer data
- ▶ Migrate and consolidate all data into one system
- ▶ Quickly communicate with drivers with detailed information
- ▶ Improved overall level of customer service to kmG's customers

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I currently work in accounts receivable, so I handle all of the finance aspects for the company. I absolutely love using the AMCS Platform, because it makes my life so much easier. I went from detailed paperwork and excel worksheets to this, it's been a blessing.

Alzeda Peach - Finance Coordinator

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AMCS' Municipal offering includes state-of-the-art technology solutions for household waste and recycling collection, route planning, vehicle technology, cart management, summer and winter services and customer service support.

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