



Miller Waste Systems

AMCS Fleet Maintenance delivers enhanced visibility and efficiency for Canada's leading waste management operator.

See how AMCS Fleet Maintenance can improve your operations.

Book a call with one of our experts today for a personalized consultation. ➔

About Miller Waste Systems

Miller Waste Systems is one of Canada's oldest and largest privately-owned waste management companies. Founded over 60 years ago as a small family business with a single truck, Miller Waste operates 45 sites across four provinces and manages a fleet of roughly 1,900 trucks—poised to grow over 2,000 trucks within the coming years. With 3,000 employees, Miller Waste operates at scale while retaining a crucial family culture. This dynamic environment supports over 200 technicians, who seamlessly combine their deep, field-tested experience with the efficiency of modern technology adoption.



Challenge

Before implementing AMCS Fleet Maintenance, Miller Waste relied heavily on outdated systems such as pen and paper, spreadsheets, and legacy software that was neither cloud-based nor real-time. This caused several issues across the company's multi-site operations.

Maintenance and inventory data were siloed between sites with no unified reporting, which limited corporate visibility and accountability. Inventory management and preventive maintenance tracking were labor-intensive and error-prone, often managed by a small number of key personnel using manual counts and scattered Excel sheets. These manual processes not only slowed down operations but also increased the risk of errors and data inconsistencies.

Many sites tracked maintenance jobs on whiteboards, leading to inconsistent preventive maintenance compliance and limited ability to schedule proactive repairs. The previous systems also lacked open APIs, preventing integration with critical platforms such as Sage accounting and telematics. This limited data flow and hindered efficient decision-making across departments. As a result, Miller Waste struggled with fragmented information and missed opportunities for optimizing fleet maintenance and overall operational efficiency.

45

locations across Canada

1,700+

trucks in fleet

2,000

residential truck loads per day

3,000

employees with 200+ technicians

35%

increase in preventative maintenance compliance

40%

reduction in time required for staff to compile strategic reports



Solution

Miller Waste adopted AMCS Fleet Maintenance, a cloud-based, scalable platform designed to meet the complex needs of their expanding operations. The system's centralized reporting and real-time data visibility allowed Miller to unify maintenance, inventory, and safety compliance across all 45 sites—a major advancement from their previous disconnected and manual processes. David LeBlanc, Miller's Corporate Systems Trainer, explained, "Before AMCS, we relied heavily on manual, paper-based processes across many sites. No centralized tracking, no oversight, no accountability. We lacked unified KPI reporting across sites because our systems weren't centralized. We simply didn't know what we didn't know."

With AMCS, Miller's maintenance teams could rely on dynamic preventative maintenance scheduling that automatically adjusts based on telematics data, enabling more precise and timely upkeep of their fleet. The introduction of virtual storerooms and live inventory mapping gave technicians improved control and visibility; "Now, one site can look at another's parts inventory and request a transfer," David noted. This capability significantly reduced redundant parts spend and improved parts availability across the organization.

Another critical benefit was the platform's extensive open API integrations, which seamlessly connected Miller's existing systems, including accounting and telematics, supporting streamlined workflows and scalable growth. Mobile accessibility empowered field technicians with digital tools, dramatically reducing paperwork and increasing efficiency, a transition David described as "getting a tablet in the hands of technicians wasn't as hard as we expected. Once they got over the initial hump, they really liked having autonomy and work order info right at their fingertips." Throughout the implementation, AMCS provided highly responsive support and hands-on guidance throughout onboarding, which was key to our successful implementation.

Results

Since implementing AMCS Fleet Maintenance, Miller Waste has seen transformative improvements across their fleet maintenance operations. Preventative maintenance compliance has almost doubled from the baseline performance metric—providing the company with valuable insights and the ability to proactively manage their fleet health. Equipping technicians with mobile technology eliminated wasteful paperwork and the inefficient need to walk back and forth to stationary kiosks, streamlining their workflow directly in the service bay.

The backlog of open work orders older than 60 days was dramatically reduced to just 7%, reflecting increased maintenance efficiency and responsiveness. Technician productivity soared as the transition to mobile work order entry cut processing times from more than 20 minutes down to approximately 30 seconds, significantly freeing up time and mental capacity for critical tasks.

Improved inventory visibility enabled better parts management, allowing sites to share inventory in real time and reduce unnecessary spend. Furthermore, Miller Waste estimates total maintenance cost improvements of 10-15%, driven by better data integrity, streamlined workflows, and early warranty program adoption.

With data integrity now trusted across the organization, Miller's leadership can confidently make strategic decisions, ensuring continuous improvement and regulatory compliance across their nationwide operation.

Implementation Experience

The transition to AMCS Fleet Maintenance was a critical project led internally by Miller's corporate systems trainer and supported extensively by AMCS personnel. While onboarding technicians was smoother than anticipated, gaining full technical mastery internally required significant effort, supported by AMCS training, documentation improvements, and a collaborative relationship with AMCS experts. The cloud-based architecture and robust test environments facilitated seamless data migration and ongoing system fine-tuning.

David shares, "Our onboarding wouldn't have succeeded without the AMCS team. They provided exceptional support throughout the implementation and helped me become the expert our teams needed." Miller's team quickly adopted the new platform due to its intuitive design.

Summary

Since implementing AMCS Fleet Maintenance, Miller Waste has:

- Increased its preventative maintenance compliance 35% in just 1 year
- Reduced their open work order backlog by over 50%
- Improved technician productivity with digital work order entry times cut from over 20 minutes to just 30 seconds
- Achieved estimated maintenance cost savings of 10-15%
- 40% reduction in time required for staff to compile strategic reports on parts inventory, replacing hours of inefficient manual Excel work

These results, combined with enhanced inventory visibility and data integrity, have empowered Miller Waste to optimize fleet performance and make confident, data-driven decisions.

About AMCS Fleet Maintenance

AMCS Fleet Maintenance is a leading integrated fleet software and vehicle technology designed to reduce costs, maximize asset utilization, and improve service delivery. Our cloud-native system supports real-time maintenance tracking, operational insights, and cross-platform integrations via open APIs. Serving thousands of customers worldwide for over 30 years, AMCS delivers fast ROI through seamless onboarding backed by comprehensive support.

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AMCS Fleet Maintenance has transformed how we manage our fleet—bringing us clarity, control, and confidence in our data while empowering our team to work more efficiently every day

David LeBlanc, Corporate Systems Trainer at Millers Waste Systems