



Bulk Environmental & Industrial

Learn more about how AMCS Bulk Hauling can transform your operations.

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AMCS Bulk Hauling transforms operations with streamlined dispatching, data collection, and reporting.

About Bulk Environmental & Industrial

Founded in 1992, Bulk Environmental & Industrial (formerly Bulk Express Transport) is a leading professional transportation and logistics company providing long-haul transportation, collection, and loading of waste and other materials across the Southeastern U.S.

The company's core service offerings include long-haul transportation services for municipal solid waste, recyclables, aggregates, construction and demolition debris, contaminated soils, ash, sludge, mined materials, and other specialty materials, as well as waste transfer station management, loading and unloading, and on-site landfill services.



Challenge

Bulk Environmental & Industrial's operations were stuck in the past, relying on sticky notes, text messages, and emails for ticketing and dispatch. This made ticket reconciliation chaotic, and the lack of standardization started causing regional inefficiencies and inconsistencies.

These antiquated systems and operations made it difficult to get accurate, real-time data, which would ultimately cause issues for dispatchers using outdated or inaccurate information. More personnel were required to do dispatch and reporting tasks, while older systems were inflexible and not user-friendly. In fact, it was a single person's full-time job calling drivers all day, every day.

There was also the challenge of new software adoption. Between various regions and unique operational modalities, getting everyone on the same page took some work. Additionally, they met cultural resistance in the face of automation and software adoption for fear of job cuts.

Still, something had to change.

1,300+

Employees

900+

Trucks

\$200K+

Saved on dispatch

50-60

Trucks managed per dispatcher





Solution

As AMCS Bulk Hauling was rolled out across the organization, implementation met some initial resistance, but the ROI was quickly proven, and fear of personnel replacement was assuaged.

AMCS was with them for the rollout every step of the way, ensuring whatever operational speed bumps they came across were swiftly addressed.

The solution brought them wholly into digital modernity across the organization. No more sticky notes, emails, texts, and excessive phone calls flying around. The centralized system streamlined operations across dispatch, ticketing, fleet management, routing, asset tracking, invoicing, and driver payment.

They were able to track so much data that they built incentive programs for managers, dispatchers, and drivers that tracked KPIs and awarded pay bonuses based on meeting goals.

And, that replacement fear? As soon as folks recognized the software would take away monotonous tasks and free up time to do more important work, everything worked harmoniously together.

This ultimately resulted in a more efficient fleet operation that could scale across regions more easily than ever before.

Results

- Digitizing brought an unparalleled shift in operational efficiency, data collection, and reporting
- Streamlined dispatch efficiency saved on costs to the tune of \$200,000
- Dispatchers now manage 50-60 trucks
- Reduced dispatch staffing needs from 6 to 2 for a 200-truck fleet
- Fully automated ticket tracking
- Built weekly, incentivized KPI reporting program for managers and dispatchers
- GeoTrack capabilities allow for unparalleled visibility into fleet behavior, routing, etc.

About AMCS

AMCS Bulk Hauling is a customizable transport management system (TMS) purpose built to help short-haul bulk commodity trucking operators improve fleet operations.

Combining a host of tools for enhanced efficiency, our cloud-based TMS delivers the insights you need to drive continuous improvement across your business. From dispatching and ticketing to invoicing and driver payroll, you can connect your operations seamlessly and enjoy instant access to vital data to understand exactly what's happening, where, and when.

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Before AMCS, it was sticky notes and calling the drivers, text messages, and email. For lack of a better word, before AMCS Bulk Hauling it was a nightmare.”

Brantley Attaway, Vice President of Operations, Bulk Environmental & Industrial

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A lot of companies out there are successful by doing things on the back of a paper napkin or a sticky note, and that's fine. But if you want to take that success, drive higher margins, and free up time to go get more business, AMCS Bulk Hauling allows you that latitude.”

Danny Stapleton, Executive Vice President, Bulk Environmental & Industrial