



AMCS Case Study

Municipality Groningen

The Netherlands

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For over 20 years, Municipality Groningen has been more than satisfied with AMCS software

Municipality Groningen in brief

Groningen is working towards a pleasant and sustainable living environment for the city's present, but also inspired by the belief that future Stadgers (as inhabitants of Groningen are known) are also entitled to live in a pleasant environment. Budgets are spent as efficiently as possible on, for example, the maintenance of roads and sewers, caring for urban trees and shrubs and the daily waste collection.

A lot of businesses and private individuals currently make use of the municipality's commercial services. Municipality Groningen are the first port of call for matters such as corporate waste collection, pest control, graffiti removal and container hire in a range of sizes and types. With over 200 trucks, 40 Ravo sweepers and 20 tractors, Municipality Groningen employs almost 700 trustworthy workers in the midst of the Groningen community. They are easily recognisable on the streets at all times of the day or night.

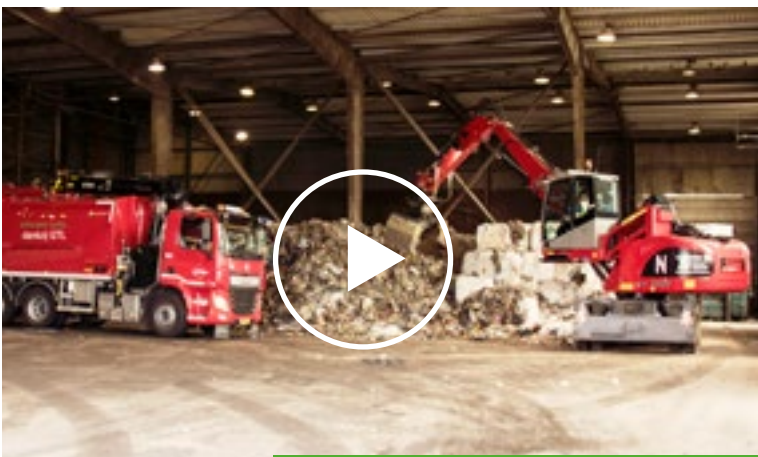
IT plays a key role

Richard Bakker, Groningen Operations: "IT plays a key role at Municipality Groningen. It is impossible to imagine working without the various software applications from the AMCS platform. For more than 20 years, we have been loyal users of their software and we know how to get the best out of it. It has brought us many benefits. It is something you no longer consciously think about as it has become a normal part of the job."

Greatest challenge

"Our greatest challenge at the time was to centralise all branches of our service in a single system. Each service branch used to work with its own software. Obviously, a lot of effort was needed to integrate everything into a centralised system, but everything went very smoothly using AMCS's Enterprise Management back office software. Over the years, we have been able to automate a great deal; activities such as cleaning, household waste collection, wheelie bins, waste disposal, commercial business activities, grids and manholes, underground containers, personnel and timesheets, route plans, etc.

In addition, we collect lots of data, analyse it and put optimisation measures in place using the management information gathered from the reports. We are currently using Enterprise Management software, unmanned weighing at the waste recycling facility, a link with the Diftar waste registration system, Mobile Workforce tablet solution and Qlikview as an analysis tool", Bakker tells us.



[Watch the video with Municipality Groningen](#)

“It is impossible to imagine working without the various software applications from the AMCS platform

An iPad for every driver

"We are currently fully involved in our latest project. The replacement of all on-board computers by the Mobile Workforce tablet solution on all trucks. The drivers who use them are very happy with them. It is quicker, easier to use and much more flexible to work with", says Gerard Vedder of Groningen Operations. Even more important are the benefits we enjoy in the dispatch office. Yvonne v.d. Klei – Westermolen tells us, "I am absolutely delighted with it. It makes the life of a dispatcher so much easier. I can see exactly where all the trucks are so it's easy for me to slot new jobs into the scheduled ones in real time. We can also quickly see who still has a lot to do and identify which truck could use a helping hand. This lets us spread the workload better among the drivers and trucks. We have high expectations of Mobile Workforce. In particular being fully paperless on all trucks will result in considerable savings as far as fuel consumption, mileage and CO₂ emissions are concerned. Additionally, there are benefits such as satisfied drivers, dispatchers and cost and time savings on administration."

Results achieved with the AMCS platform

Gerard Vedder: "Over the past 20 years, the centralization of the AMCS platform has enabled us to improve efficiency in matters such as:

- Breakdown of details from assumptions to financial results.
- Online communications: households belonging to the Diftar councils that are affiliated with Municipality Groningen can follow their own waste disposal behaviour using their DigiD; Online applications for environmental passes or containers; Digital refuse guide; online notification of bulky waste, white goods/brown goods

- Invoicing benefits, 1 bill per customer/household
- Unmanned weighing with independent weighing process
- Using Analytics, we have clear insight into performance KPIs (e.g. Hours worked on each line of business, Staff/equipment, Turnover, Work carried out versus work scheduled, etc.). The most significant benefits so far of the Mobile Workforce tablet solution:
- Scheduling is quicker and therefore provides a financial benefit
- Paper job lists are no longer redistributed among drivers so we don't have the problem of losing track of who was where anymore
- More efficient use of equipment; trucks in service reduced by two.
- Information about the situation on the street, e.g. faults on containers, is immediately available so direct action can be taken; quicker repairs mean better service to household/user.
- Satisfied drivers, intuitive user interface.

Future

"IT development at Municipality Groningen is becoming increasingly important. For example we are putting together plans in which forecasting and route optimisation are key items. We also expect that with this development, there's no telling how far we'll go," according to Vedder.

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Dispatcher Yvonne is very pleased with the way she can see where the trucks are located. It simplifies communication with the drivers considerably.

Visit our municipal industry page

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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