



Waste Services Group

Built to grow: unifying operations across a multi-brand portfolio

Improve your operational efficiency and increase profits with AMCS Wastedge.

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About

Waste Services Group (WSG) is one of Australia's fastest-growing providers of waste management, resource recovery, and industrial services. WSG delivers tailored waste solutions backed by deep industry expertise and a commitment to sustainability. With multiple specialist businesses and over 25 years of industry experience, the group continues to grow rapidly while helping customers achieve efficient, responsible waste outcomes.

Challenge

As WSG expanded its network of specialised businesses, the organisation recognised the need for a unified, scalable operational platform. It needed to support consistent processes across multiple brands while accommodating the unique requirements of each. The group's existing systems created several challenges.

A need for streamlined, efficient processes

With multiple subsidiaries operating different workflows, WSG needed a solution capable of standardising processes while providing the flexibility each business unit required. Manual processes were causing inefficiencies, slowing service delivery, and limiting operational visibility.

Scalability to match rapid growth

WSG's accelerated growth placed pressure on legacy systems that were not designed to handle the volume, complexity, or multi-brand structure of the business. The group required a solution that could scale in capacity, configuration, and functional breadth as the organisation expanded.

Support for a multi-brand, multi-service structure

Each WSG brand – from liquid waste and recycling services to kerbside collection and industrial support – has distinct operational needs. AMCS Wastedge had to support these operations with a single solution without imposing a one-size-fits-all model.

Real-time data and centralised visibility

WSG's leadership team needed access to real-time insights across all operations. They required a modern, integrated solution with the sophistication to handle diverse service lines, the flexibility to support varied workflows, and the reliability to deliver efficiency, automation, and actionable insights.

25+

years of industry experience

3M+

services delivered

4

business streams (managed services, collections, liquids, waste consulting)

33,000

total sites services



Solution

WSG selected AMCS Wastedge, beginning with the platform's core functionality and progressively rolling out key modules across the group. This staged deployment allowed WSG to stabilise core operations first before activating more advanced capabilities.

The initial implementation centralised customer data, route management, service scheduling, invoicing, and operational workflows. This created an integrated operational backbone that delivered immediate improvements in visibility and coordination across business units.

From there, WSG introduced several strategic modules, each unlocking new efficiencies and digital capabilities:

Customer portals: Empowering customers with self-service functionality, reducing customer service workloads, and improving customer experience.

Weighbridge services: Automating weighbridge transactions, improving accuracy, and providing real-time load tracking.

Subcontractor portals: Giving external partners controlled access to jobs, reporting tools, and operational workflows.

Together, these modules created an end-to-end operational ecosystem that supports the group's multi-brand model while standardising data, processes, and insights.

Results

AMCS Wastedge has delivered transformative results across WSG, with measurable improvements in efficiency, visibility, and operational control.

Processing efficiency gains

By eliminating manual tasks and consolidating multiple legacy tools into one platform, WSG achieved major improvements in administrative and operational efficiency. Automation of key functions – including job scheduling, weighbridge entries, and route management – reduced processing time and minimised errors across all business units.

Streamlined operations across brands

Wastedge established a consistent digital foundation across WSG's brands. This enabled standardisation of workflows, easier staff training and onboarding, better scalability when integrating newly acquired or launched business units, and a shared data model that supports group-wide reporting.

Real-time operational insight

Leadership now has end-to-end visibility of operational performance across the group. Real-time dashboards allow teams to track service delivery, fleet activity, container movements, and customer interactions. Richer reporting supports faster, more confident decision-making, identifies new opportunities for efficiency, improves compliance and auditability, and strengthens planning for resource allocation and service optimisation.

Improved customer and subcontractor experience

Customer portals, automated communications, and subcontractor access tools have improved transparency, reduced response times, and strengthened business relationships.

Looking ahead, WSG plans to explore how additional modules within the AMCS ecosystem can support the business's growth strategy, sustainability commitments, and mission to deliver reliable, innovative waste solutions across Australia.

AMCS Wastedge

AMCS Wastedge is a purpose-built, comprehensive, scalable SaaS platform that automates waste and recycling operations. This easy to operate platform improves organisational efficiency, ensures compliance, and supports sustainable growth, delivered with flexible configuration options for your business and industry-specific tools.

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The implementation process has been collaborative, transparent, and outcomes-focused from day one. Wastedge is now a core part of how we operate, and it's enabling us to grow smarter, faster, and more sustainably.

James Keenan, General Manager
Commercial, WSG