



iTreat

Less paper, fewer calls, and faster growth:
Inside iTreat's business modernisation

See how AMCS Wastedge can transform your waste and recycling operations

Read more, request a demo, or talk to one of our experts here [➤](#)

About

iTreat is a family-owned waste management company delivering safe, efficient, and compliant services across Sydney and New South Wales. With 30+ vac trucks, an EPA-licensed treatment facility, and an experienced team, they support commercial, industrial, and construction clients with reliable waste and liquid waste solutions.

Challenge

iTreat relied on manual, fragmented processes to run daily operations. Drivers used paper run sheets, limiting real-time visibility and increasing errors, delays, and incomplete information. The operations team struggled to manage services proactively and respond quickly to changes in the field.

Core functions sat across disconnected systems, forcing teams to re-enter and manually reconcile data. This created inefficiencies, inconsistent information, and limited operational insight as the business grew.

Fleet scheduling and rescheduling were especially difficult when disruptions or customer requests arose during the day. Without integrated planning tools, staff had to reallocate jobs manually, increasing admin pressure and reducing flexibility. Inconsistent processes also highlighted the need for standardisation to support growth.

Customer service teams handled high volumes of inbound calls about routine service queries, compliance documentation, and bookings. iTreat saw an opportunity to improve the customer experience by giving clients direct access to information while reducing admin and call volumes.

25%

fewer customer service calls

75%

less admin time

30+

VAC trucks

500t

treatment facility with EPA licence



Solution

To address these challenges, iTreat implemented AMCS Wastedge as a single, integrated waste management platform. The team replaced paper-based driver workflows with digital processes, gained real-time visibility into service delivery, and improved the accuracy and timeliness of operational information.

By bringing scheduling, job management, and operational data into one system, iTreat removed the complexity of multiple disconnected applications. Centralised planning tools made it easier to schedule, adjust, and reassign jobs across the fleet, helping the business respond faster to daily changes.

Standardised workflows across operations and administration improved consistency, control, and compliance as the business scaled. iTreat also introduced self-service tools so customers could access service details, documentation, and bookings online, improving transparency and convenience.

Results

Since implementing AMCS Wastedge, iTreat has reduced administration through automation, improved data accuracy, and streamlined workflows. The business now has better real-time visibility across operations, faster scheduling adjustments, and more consistent service delivery without increasing overhead.

Customer service teams now receive fewer inbound enquiries because customers use self-service channels for information and bookings. Automated text reminders for upcoming services have also improved customer communications. Together, these changes have strengthened iTreat's ability to deliver reliable, compliant services and support continued growth.

Looking ahead, iTreat plans to further optimise operations with additional Wastedge modules, using data and insights to improve decision-making, strengthen customer engagement, and support future expansion as industry demands evolve.

Key improvements across the business include:

- 25% fewer customer service calls
- 75% less admin time
- Job run scheduling reduced from 3 days to 1 day
- Instant invoicing, with no paper to file
- New functionality added without increasing headcount

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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AMCS Wastedge has given us the visibility and consistency we lacked. By replacing manual processes and bringing everything into one platform, we've reduced admin effort and improved service for our customers.

Tracey Anderson, Director, iTreat