



Glide

Learn how Glide gained real-time visibility, operational control, and the capacity to grow

Improve your operations and increase profits with AMCS Wastedge.

[Request a demo](#) ➤

About

Glide is a New Zealand-based waste oil collection and re-refining business focused on closing the loop for used lubricants. They collect and process waste oil and related fluids – coolant, diesel, and oily water – from a wide network of commercial customers, helping to drive national circular economy goals.

With over 40 years of industry experience, Glide runs a high-volume, logistics-intensive operation. Years of research into global technologies have produced a re-refining process that gives contaminated oil a second life. Their one-of-a-kind facility in Auckland turns contaminated waste oil back into base oil, which is filtered back into commercial production. Glide is New Zealand's only sustainable solution for waste oil, and they're committed to a cleaner, lower-carbon, more circular future for Aotearoa.

Challenge

Growth brought new pressure. As Glide scaled, manual and disconnected processes were limiting efficiency and visibility across the business.

Without a comprehensive customer management system, tracking leads, managing sales opportunities, and maintaining structured customer records – including contracts – was difficult. With around 5,000 customers served annually, many on an ad hoc basis, those gaps were starting to hold the business back.

On the operational side, job booking and scheduling were handled manually. Job notes weren't stored centrally. Drivers worked from printed daily runs, and the office wouldn't receive updates until the following day. Keeping office and field teams aligned was a constant challenge.

It was becoming clear that without better system integration, Glide couldn't operate as efficiently as it needed to – or deliver the customer experience it wanted to.

40+

years industry experience

4

core services

1

world-class facility

#1

New Zealand's only sustainable waste oil solution



Solution

Glide implemented AMCS Wastedge to consolidate its core processes across sales, customer management, and logistics. Wastedge gives the business a single source of truth. Customer onboarding, key data, and contract information are all accessible in one place. End-to-end job management lets Glide track all incoming and outgoing volumes, while digital run sheets give drivers everything they need for each job.

Operations teams now have real-time visibility into jobs, routes, and customer requirements. That means better planning and coordination between office and field.

Driver workflows have also improved. Job details can still be printed where required, but the process is now standardised and reliable. This reduces risk and improves how work gets done in the field.

On the compliance side, Wastedge has extended Glide's ability to generate reporting documentation – including disposal certificates and recycling outcomes – building a stronger foundation for accurate reporting. API integrations with external reporting tools allow Glide to customise outputs for individual customer requirements.

Results

The improvements are tangible. Centralised data has enabled faster decision-making and better coordination across the business. Reduced manual effort and improved route planning mean Glide can handle higher volumes without compromising service quality.

Structured processes – including driver pre-start checklists – have strengthened compliance and reduced operational risk. Documentation is more consistent and accessible, with less reliance on manual handling.

And the business is growing. Since implementing Wastedge, Glide has expanded its fleet with two additional vehicles to meet increasing demand.

Glide is focused on improving customer experience through new portals and reporting capabilities. The planned customer portal will give clients direct access to service data, invoices, and environmental outcomes, meeting growing expectations for transparency and sustainability reporting. Improved reporting will also allow Glide to deliver more tailored, customer-specific insights, strengthening its position in a compliance-driven market.

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Having real-time visibility across our operations has been instrumental in running the business. We now have accurate, up-to-date data on every job, every customer, and every collection, which allows us to plan more efficiently, reduce manual processes, and make faster, better decisions. At the same time, improved compliance tracking and standardised workflows have significantly reduced risk, giving us confidence that we're meeting our regulatory obligations while continuing to scale the organisation.

Leah Thomas, Business Support
Systems Manager, Glide

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.