



AMCS Case Study

TFC Recycling,
United States

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TFC Recycling Gains Visibility into their Data to Improve Business Decisions with AMCS Software

TFC Recycling in Brief

TFC Recycling is a family-owned business, based in Chesapeake, Virginia. Founded in 1971, the company has been collecting and processing recyclables for over 40 years and has grown to two main locations (Chesapeake and Chester) becoming the largest recycling company in VA, which processes about 200,000 tons of recyclable materials per year.

TFC employs about 350 people in the two locations and is looking to expand. They operate collections, including curbside recycling, roll-off collection, as well as front-load collection and transfer activity, using its 135 trucks—about 50% of which run on natural gas. The company operates one of the only permitted Compressed Natural Gas (CNG)-related shops in the state of Virginia, and their Fleet Director is recognized as an industry leader in natural gas activity.

Challenge with Outdated Information

One of the biggest challenges TFC had as they began to grow the business was that they were collecting a lot of data in their current systems, but the data was not translating into useful information. By the time managers were getting the information, it was several weeks old -- making it very difficult to use for planning and scaling the business.

"The challenge we faced was that our data and our information were housed in different, siloed systems," explains Nicolas Larum, General Manager, Hauling Division at TFC. What we needed was a global view of the business, so we can make intelligent, timely business decisions."

Like in many industries, technology is an extremely important part of the business. The right kind of technology landscape can help managers monitor and improve the dynamics of fleet operations—from routing, communicating with drivers to using RFID and fleet monitoring technology, and verifying services for customers.

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Paul Stacharczyk, SVP/Chief Operating Officer.



[Watch video how TFC benefits from AMCS Solutions](#)

Integrated Data Solution

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When TFC leadership decided to upgrade and integrate the company's aging and disparate software, they spoke with counterparts in the industry and investigated many different solutions, but as they got into the details of needs and solutions, it became clear that AMCS would be the right solution for them.

Assembling an Implementation Team

Once TFC management made the decision to go with AMCS, they quickly assembled a team internally to handle all the changes and management of the project. They interacted with AMCS to consult on best ways to make the shift. They knew that the implementation would take some time and effort, but once the new system was in place, their work would become easier, more proficient, and more effective. Implementing AMCS is giving them a global customer view and the ability to go to one data source for information regarding field operations, customer service, and profitability.

"We want to provide the best service possible to our customers and we have a business need to make a profit in doing so. AMCS is the tool that is going to help get us there." — Nicolas Larum, General Manager, Hauling Division.

Improving Efficiency and Operations at TFC

An AMCS implementation team came in to consult, guide and execute on the TFC setup and deploy their solution effectively. AMCS worked with TFC management in the various departments to learn how the company currently does business and took a very consultative approach to customizing and implementing the technology and make recommendations on how TFC could improve operations generally.

"We very much enjoyed our interaction with the AMCS team, says Larum. "We have come to see our implementation team as not just a vendor, but as business partners that are helping us dynamically change how we serve our customers."

Key benefits of AMCS Platform for TFC Recycling:

- ▶ Automation and scalability of internal processes
- ▶ Access to real-time customer data
- ▶ Migrate and consolidate all data into one system
- ▶ Gain global visibility into their data to improve decision making
- ▶ Improved overall level of customer service to their customers

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- Nicolas Larum, General Manager, Hauling Division TFC Recycling

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