



Cambridge Hire Bins

Driving operational efficiency and scalable growth with AMCS Wastedge

Learn how Wastedge can support your organisation:

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About

Cambridge Hire Bins is a well-established waste and recycling operator in New Zealand, servicing residential, commercial and construction customers across multiple regions through its businesses Cambridge Hire Bins, Tauranga Hire Bins and Taupō Hire Bins. The organisation manages a diverse fleet of 20 trucks and thousands of waste assets, supporting daily collections, skip bin services and wheelie bin operations.

As the business continued to grow, Cambridge Hire Bins recognised the need to modernise its core operational systems to reduce manual work, improve visibility across the business and provide a better customer experience.

Challenge

Cambridge Hire Bins had been operating with an on-premise system that had not kept pace with the evolving needs of the business. Several key challenges were highlighted including limited automation, fragmented data and manual, time-consuming processes across operations and finance.

Operational teams also lacked a mobile driver application, making it difficult to efficiently manage daily schedules for more than 4,000 wheelie bins and 1,000 skip bins. With limited visibility into asset numbers and utilisation, particularly around wheelie bin quantities in the field, management could not make strategic decisions based on available real-time data.

From a financial perspective, accounts receivable was highly manual and time consuming. Invoicing was complex and lacked flexibility, making it difficult to accurately and simply capture all applicable charges. The absence of integrated data flows also meant reporting was limited, constraining management's ability to understand business performance and make informed decisions.

Customer experience was another area identified for improvement. There was no customer self-service capability, no online credit card payment option, and limited automation for customer communications, placing additional pressure on administrative teams.

25%

Inbound customer calls have reduced by

3

Fleet increased by an additional 3 vehicles

4,000+

Wheelie bins

1,000+

Skips



Solution

Cambridge Hire Bins implemented the AMCS Wastedge solution to unify operations, finance and customer engagement on a single, modern platform. The solution provided end-to-end visibility across fleet, assets and daily collections, supported by digital scheduling and mobile enablement.

AMCS Wastedge introduced streamlined invoicing and improved accounts receivable workflows, significantly reducing manual handling. Automated data flows and built-in reporting tools gave management access to accurate, real-time insights into operational and financial performance.

The implementation also enabled new customer-centric capabilities, including the AMCS Customer Portal, SMS communications and improved support for customer self-service. These features laid the foundation for improved responsiveness and a more modern service experience, while reducing the administrative burden on internal teams.

Cambridge Hire Bins now operates with greater control and confidence across their fleet of trucks and wheelie bin assets while supporting scalable growth across multiple regions.

Results

Since implementing AMCS Wastedge, Cambridge Hire Bins has significantly improved operational efficiency by reducing manual processes and improving day-to-day visibility.

The introduction of SMS and a customer portal have improved communication with customers whilst inbound customer calls have reduced by 25% which can be largely attributed to enhanced invoice production and the optimisation of job routing.

The Cambridge Hire Bins fleet has also grown by an additional three vehicles, allowing the business to effectively service a broader client base.

Invoicing and accounts receivable are now more streamlined, while reporting provides clearer insight into fleet performance, asset utilisation and overall business health.

Notably, the business has been able to maintain existing staffing levels while increasing capacity to support the business' ongoing growth.

Looking ahead, Cambridge Hire Bins plans to further leverage the automation capabilities of AMCS Wastedge to enhance customer self-service, expand online payment options and continue improving service efficiency as the business scales across New Zealand.

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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Leanne Leigh, Cambridge Hire Bins.