



AMCS Case Study

TJ Waste & Recycling Ltd

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TJ Waste & Recycling Ltd and AMCS have worked together to develop a fully automated and mobile system for the company’s drivers and transport office. The new system avoids the creation of any paperwork from the point of order through to invoice and greatly enhances both the customer experience and operational

TJ Waste & Recycling in brief

TJ Waste & Recycling serves both commercial and domestic customers with a range of waste collection, recycling and disposal solutions in the South East of the UK.

The company operates a fleet of 23 skip vehicles as well as a network of strategically located Materials Recovery Facilities equipped to recycle up to 100% of the waste received. Through organic growth and acquisition, TJ Waste & Recycling has become one of the leading independent waste management providers in the region. T

he company’s mission is to be the market leader of waste management services in its areas of operation. It seeks to achieve this by maintaining the highest level of service and safety quality standards, at market competitive prices

The challenge/opportunity

TJ Waste undertook a research and development project to identify where the business could reduce paper-based systems and processes to improve operational efficiency. They also recognized the opportunity to harness technology to enhance the customer experience in a sector where uptake had been relatively slow when compared to others.

Originally drivers would be allocated their worksheet (list of collections) the night before and they would handwrite tickets on 3-ply paperwork for each job as they completed the service. As a result, if a job needed to be changed or a new job added, the office would need to call the driver. This often resulted in a number of calls as the driver was not always available and if they were then they would need to stop driving to note down the details.

This paper-based system also made it very hard to react quickly to changes in schedule or customer requests. In addition, any requests for copy tickets would require the original to be found, scanned or copied, and posted or emailed back out to the customer, which often delayed the payment of invoices.

“ **The AMCS system has enabled us to significantly improve both the efficiency of our waste operation and our customer experience. The online customer portal means that we are now available 24 hours a day 365 days a year, so customers can engage with us at a time and place that is convenient for them,**

Luke Haskell - General Manager

The Solution

TJ Waste's drivers have all now been issued with mobile tablet devices. These are all manufactured to IP67 Rating, which protects them against water and dust. The tablets are each preloaded with the AMCS mobile app, which requires a unique login. Once logged in, drivers can access information sent to the app (via the Cloud) from the back-office systems.

Once the driver selects his next job, the app can send a message to the customer letting them know the expected time of service and also send a note to confirm completion. It also accesses Google maps and plans the fastest route. Both the driver and the back office are also able to send real-time messages which might include GPS or signatures.

The driver also has the ability to send photographic evidence of missed lifts or non-conforming waste types. The system includes an online customer portal that can be accessed from anywhere at any time. When accessing the portal, customers can view a range of information including copy tickets and invoices.

The benefits

The system has delivered a number of operational, commercial and environmental benefits. These include a reduction in wasted journeys, fleet mileage, fuel and emissions. It has also increased the capacity of the skip fleet by 0.8 jobs per day, per vehicle.

There has also been a very positive impact on the efficiency of the back-office where the whole system from order to invoice is now completely paperless. This has included:

Major benefits from implementing the system

- ▶ a reduction in requests for copy tickets as they are now available through the portal
- ▶ a decrease in the number of invoice queries and debtor days due to the improvement in proof of service and the availability of real time information and photographic evidence
- ▶ less time on phone to the drivers thereby freeing up capacity to speak to customers

The investment in technological development has proved to be a very powerful USP for TJ Waste. Not only does it help clearly differentiate the company in terms of service delivery, but it has also enabled them to compete for work that they previously would have found difficult due to the requirement for accurate and detailed contract management information. Feedback from both employees and customers has been very positive and the company was recently awarded a 'Gold Trusted Service' provider by Feefo customer feedback platform for achieving at least 4.5/5 stars in reviews over the past 12 months.

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