

Tamworth Regional Council

Boosting operational efficiency through effective analytics and comprehensive reporting.

Future-proof your waste operations today

Request a demo here

About

Tamworth Regional Council serves a large, diverse community in the New England region of New South Wales. Formed in 2004 by combining the former City of Tamworth and the shires of Barraba, Manilla, Nundle, and Parry, the council oversees a region that spans both urban centres and rural townships.

The organisation is responsible for four landfills and seven waste transfer stations. Their main landfill operates seven days a week, while the rural sites run on selected days and rely on tablets and EFTPOS devices to support efficient, streamlined operations.

Challenge

The council needed accurate, easily interpreted data to support both internal teams and external reporting obligations. Prior to AMCS Mandalay, reporting required up to two days of personnel time per month to manually compile between 9-15 spreadsheet-based production reports. This laborious process limited reporting to a monthly cadence, leaving crucial data to become obsolete and hindering timely decision-making.

4

Landfills

7

Waste transfer stations

63,070

Population served

9,884km²

Total coverage area

amcs



Solution

Tamworth selected AMCS to help facilitate their digital transformation. Using the AMCS' Facility Data and Analytics platform, they saw fast, reliable access to operational insights across finance, business support, and administration. They also streamlined reporting, strengthened transparency, and integrated seamlessly into day-to-day processes. Additionally, integrated EFTPOS technology reduced transaction times at weighbridges, while financial controls allowed the team to quickly manage overdue accounts.

Results

- Real-time data tracking for cancelled tickets, daily transaction trends, and advanced planning for landfill and weighbridge maintenance.
- Decreased reporting time from two days to 42 seconds.
- Enhanced fraud visibility and operational confidence.

About AMCS Mandalay

AMCS Mandalay is a portfolio of data management solutions for the local government, waste, and resource recovery (WARR) industry in Australia. The comprehensive suite of products enables organisations to streamline facility data capture, gain valuable insights into waste behaviours, and improve customer service.

> "Tamworth operates urban, regional and remote facilities, so our needs are very diverse. The varied and remote sources of information are correlated and tailored into customisable reports and datasets for quick and easy access. These analytics guide Tamworth to respond to our every growing needs and the AMCS Mandalay solution is a crucial part of that.

Doug Hughes, Waste & Resource Recovery Manager, Tamworth Regional Council