



AMCS Case Study

Russell Reid & Mr. John

United States

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Russell Reid & Mr. John yields an extraordinary amount of savings and efficiencies by deploying the AMCS Platform.

Russell Reid & Mr. John in brief

Russell Reid is a family-owned and operated waste management company headquartered in New Jersey. The company operates under two brands: Russell Reid and Mr. John. The company has been in business since 1964 and currently has 7 locations, 312 employees and 200 vehicles. They service all of New Jersey, the five Boroughs of NY City and Eastern Long Island, Eastern Pennsylvania, Philadelphia and Northern Delaware.

Russell Reid, is a non-hazardous liquid and solid waste company. They run a large fleet of vacuum straight trucks, vacuum tractor trailers, roll-off trucks/containers, vacuum containers and supply a wide range of environment services to environmental concerns, construction companies, utilities, municipalities and a whole host of companies that require their services.

Mr. John, is a portable toilet service company. They own a large fleet of rental equipment, including individual portable toilets, high-end restroom trailers and other equipment to service the construction and special event industry.

Having access to critical information allows them to respond to their customers' needs more efficiently

Gary Weiner, President: "Innovation has always been important to our company. Early on we made the decision to invest in technology, which enabled our company to grow. The AMCS Platform continues to give our organisation flexibility and scalability.

The AMCS Platform is very robust and has accommodated various customers' needs in the waste industry over the years. It offers an end-to-end solution that gives us visibility into our day-to-day operations and provides critical, real-time information that helps us streamline our processes and improve overall efficiencies. It continues to support us in our growth allowing us greater profitability and productivity.

Our customers' satisfaction is our highest priority. In order to support this vision, we have invested heavily in our people, equipment and technology to continue my father's legacy. The AMCS software is great for crawl, walk and run. We are running pretty hard right now after 17 years and we see all kinds of opportunities to do it better and to continue to stay innovative.

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The AMCS Platform was the best choice for us. It's been over 15 years now and it has really paid off. The software scales with the growth of our business.

- Gary Weiner, President



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

The key to success is the efficiency of our business

Rob Suessmann, Logistic Manager; "The most exciting thing for us was when AMCS introduced a mobile solution that integrates with our Enterprise Management solution. In the past, everything was a manual process. Deploying mobile devices to our field service group was really transformative.

We are able to track the beginning of the order at the dispatch department and process it all the way through to the driver's mobile app and then back to the home office. For us, knowing where the trucks are at any given time has allowed us to handle on-call and emergency status work. By pinpointing the location of the vehicles and what their capabilities are, we can delegate the work more efficiently to the appropriate resource and therefore, making our response to our customers much better."

Going Paperless

"We have been working towards eliminating paper entirely and think eventually the tablets will be able to be programmed to support a 100% paperless transaction. Today we have produced incredible returns in terms of efficiency. The company no longer has to print and distribute daily routes for every driver, because they are generated electronically for the field. We had a particular cover sheet we eliminated, and I did the calculation on the cost of the toner, the collating time, the handling time, the cost of the paper, and it added up really quickly," Weiner says. "Just eliminating that one printed sheet saved us about \$20,000 annually."

“Eliminating one driver's sheet saved us \$90 a day, totaling about \$20,000 annually.

- Gary Weiner, President

The main benefit of using the AMCS Platform is having visibility into our daily operations

The Enterprise Management solution has been the heart of our operation. The real benefit for us is having visibility on what is going on daily in our entire operations. With 200 vehicles on the road, there is a lot of moving parts with coordinating, arranging and re-arranging schedules and we need to do this in the most cost-effective and efficient way possible.

- ▶ Streamlined processes and increased productivity
- ▶ Higher level of customer service
- ▶ Scalable system to support company growth
- ▶ Insights into business performance
- ▶ Improved communication from office to the field
- ▶ Incredible return on investment

Company of choice

"The biggest challenge I see for the future is the investment in people. Everyone who works for us is ultimately a volunteer, they work for themselves first, then they work for the company. My goal for the future is to be the employer of choice in our industry. I'm dedicated to my employees and offer them great software and tools to use, teach them to work independently in the office and out in the field and enable them to make effective decisions. They are my number one resource and I believe this investment will attract the best people." Weiner says.

Visit our commercial waste industry page

Digitalisation in the Portable sanitation industry to gain visibility and control on the key metrics that drive the profitability of your routes. Read more about the benefits our solutions on the AMCS industry page.

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