



North East Bin Hire

Scaling waste and recycling operations into the future with AMCS Wastedge

See how AMCS Wastedge can transform your waste and recycling operations.

Read more, get a demo, or talk to one of our experts here [➤](#)

About North East Bin Hire

Established in 2007 and based in Albury, NSW, North East Bin Hire (NEBH) has grown into a trusted waste management provider across the region. In 2020, business partners Tom Hogan and Shannon Miles took ownership of NEBH. Since then, the company has expanded its fleet and workforce, underpinned by a clear commitment to 3 core business pillars: delivering value to clients, maintaining strong business foundations, and supporting environmentally responsible practices.

Today, NEBH operates a fleet of 17 trucks and employs 26 staff members, managing operations across a wide geographic footprint – including satellite yards in Wangaratta and Yarrawonga – improving productivity and reducing travel time. Its customer base continues to grow as the company deepens its operational efficiency and service quality.

Challenge

Before partnering with AMCS, NEBH relied heavily on manual processes, operating with paper records, spreadsheet apps, and a single computer. This made it challenging to maintain traceability, accountability, and operational oversight across the business. Crucially, they had limited insight into efficiencies and inefficiencies across the organisation, hindering their growth potential and ability to optimise resource use.

As the business scaled, manual operations caused burdensome onboarding processes for new hires and difficulty managing day-to-day workflows. They needed technology that could streamline operations, provide real-time visibility, and support ongoing expansion in a digital-first environment.

2007

Year established

10-17

Fleet size increase over 4 years

26

Employees on staff

\$15k

Dormant assets reactivated



Solution

NEBH chose AMCS to implement a comprehensive, end-to-end waste management solution designed to automate and digitise operations and support future growth.

AMCS Wastedge replaced their manual and legacy systems, providing frontline teams with digital interfaces across the business. NEBH now uses 17 tablets supported by 8 display screens, enabling seamless communication and real-time data sharing. This allowed NEBH to reduce their reliance on paper and spreadsheets, improve traceability, and gain valuable operational insights. The system supports fleet management, route optimisation, customer service, and data-driven decision-making – all essential to scaling the business effectively.

The platform also helped NEBH build an in-house knowledge base, empowering staff to use technology confidently regardless of technical experience.

Results

Since implementing Wastedge, NEBH has doubled their business in four years, growing their fleet from 10 to 17 trucks and expanding their employee base from a handful to 26 staff.

The platform has delivered key savings in labour, fuel, and truck maintenance by identifying inefficiencies and streamlining workflows. As an example, relocating a driver to Wangaratta saved 3 hours of daily travel time and significantly boosted productivity. The general productivity boost runs parallel with customer service benefitting from better scheduling, traceability, and communication features.

NEBH has also started exploring new revenue streams organically, including pick line services and transfer pad operations, all supported by Wastedge's scaling capabilities. They plan to expand geographically, using their strengthened operational platform as a foundation to confidently enter new markets.

NEBH also partners with sustainability programs like Goterra, which diverts organic waste from landfills and contributes to closed-loop food systems. Additionally, Wastedge has improved the onboarding process, a key facilitator in maintaining momentum while growing.

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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We've taken a massive digital leap from managing reports manually in Excel on 1 computer to 17 tablets and 8 screens. Now, data flows directly from Wastedge. Before, we'd get calls about bins sitting idle for a year, tying up \$15,000 in assets. Today, we can track assets and redeploy operations quickly, delivering real savings and a major boost in productivity.

Tom Hogan, Co-owner, North East Bin Hire