



Garbage Gone Inc.

An integrated system offers end-to-end visibility for smoother service delivery.

Garbage Gone Inc. is using the following AMCS solution:
AMCS Platform

**Book a call with our experts today
for a personalized consultation**

About Garbage Gone Inc.

Garbage Gone Inc. is a family-owned solid waste and recycling hauler based in Cape Cod, Massachusetts. Headquartered in Hyannis, the company offers a range of collection services to commercial, residential, and roll-off customers across all 15 towns in Cape Cod.

Driven by a vision for maximum waste reduction and recycling rates, Garbage Gone offers affordable and responsive waste removal services, including weekly trash pickups, dumpster rentals, seasonal garbage removals, dump runs, and appliance removals. They actively promote waste reduction and recycling in the community through programs that enhance both economic vitality and environmental sustainability.

In addition to providing high-quality, cost-efficient services to customers, Garbage Gone is dedicated to continuous workplace improvement, creating a safe and rewarding environment for all employees.



Challenge

Eager to grow the business, particularly in roll-off rentals, owners Joel Coelho and Daniella Mullaly encountered challenges on multiple fronts. Their original on-premises, paper-heavy operations relied on a spreadsheet and an online accounting application, leading to inefficient customer and container management. As a result, the company lacked essential insights needed to improve operations and maximize efficiency.

Garbage Gone aimed to enhance its collection capabilities while providing self-serve functionality for clients. Offering self-registration and online payment options was essential to increase convenience for both new and returning customers.

The company's paper-based routing systems were time-consuming and stressful, especially for new drivers. With employee well-being a top priority, Garbage Gone wanted to simplify operations with a seamless navigation system.

As a result, Garbage Gone realized they needed more advanced technology to provide streamlined and automated processes across the entire organization.

2004

Founded

8

Trucks

15

Towns served

5

Dumpster sizes



Solution

While exploring software solutions, the co-owners determined that a cloud-based system would offer significant benefits.

With the AMCS Platform, they could integrate their entire business into one system, providing end-to-end visibility across the organization. This eliminated time-consuming server maintenance and manual data entry, allowing for easier tracking of customers, containers, and dumpsters with all data in one system. The self-serve Customer Portal enables customers to onboard, order services, and pay invoices in real time, as well as view and manage invoices, and create and distribute their own reports.

With paperless routing, drivers can easily follow the highlighted route on their screens. Automated navigation saves time, and detailed information about each stop allows the team to pick up trash wherever it is located, such as backyards, front yards, garages, or porches. This reduces missed stops and overtime, and by tracking stop completions and driver actions, the system provides insights to improve operational productivity.

With the AMCS Platform automatically scaling their business, Garbage Gone is set for growth.

Results

AMCS has empowered Garbage Gone to expand its business by enhancing its service offerings and recruiting new drivers for collections. They now operate a successful dumpster rental service, providing delivery and haul-away of containers in various sizes, alongside weekly trash pickups and other services.

The AMCS integrated platform consolidates customer and container management, transport and logistics, and finance and accounting into a single system, providing Garbage Gone with everything they need. Meanwhile, the Customer Portal improves customer convenience, while automated routing and navigation simplify tasks for both planning and driving teams. Their enhanced visibility has boosted operational efficiency, saving time and money.

With AMCS, Garbage Gone upholds its core values by providing safe, cost-effective services that meet high standards for customers, employees, and the community while promoting increased recycling rates in the area.

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At Garbage Gone, we believe in the power of our core values to guide us every day. From integrity and innovation to employee empowerment and sustainability, these principles shape our mission and drive our passion. AMCS helps us do just that.

Joel Coelho, Co-owner,
Garbage Gone Inc.