



# AMCS Case Study

## AMEY

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Futureproofing delivers system success for Amey AMCS and Amey have worked together to develop and implement a state-of-the-art Enterprise Management system, designed to improve operational efficiency and customer satisfaction levels.

### Amey overview

Amey views waste as a valuable resource and provides a range of collection and treatment services to help local authorities and commercial customers improve their environmental performance and better manage the associated costs.

Every year Amey:

- ▶ Transports 1.8 million tonnes of waste
- ▶ Collects waste from over 1 million homes
- ▶ Produces enough sustainable energy to power 60,000 homes
- ▶ Responsibly manages the waste for over 16,000 commercial customers

“As with any successful system, the AMCS solution has been designed to not just meet our needs today but with an eye into the future.”

### The challenge

The growth of Amey's waste business has resulted in the adoption of multiple systems. This made it hard to compare data or realize synergies through the centralization of services. As a result, the decision was taken to implement a new IT system that would support the current business and also be capable of adapting to the fast-changing waste and technology markets. The new system needed to allow for significant modernization in the way Amey managed its business, including the use of mobile applications and a dedicated web portal.

### The solution

Amey's AMCS Enterprise Management system is now used by over 35 members of the team across 6 sites and is capable of managing all of its collection, processing and municipal waste functions. Its wide range of functionality includes customer management, scale and mobile devices. It also incorporates a detailed reporting capability enabling the production of bespoke reports and operational dashboards, combining data by service, business or waste stream.

AMCS' vehicle planning and route optimization software mean routes can now be adapted whilst vehicles are on the road, thereby improving efficiency and reducing missed lifts. It also means that work in the future is based on the work of the past, incorporating the knowledge of drivers and operational teams into future plans.

The use of mobile devices enables real-time reporting and sharing of information. As well as allowing routing updates to be sent direct to job lists, this also significantly reduces the resolution time for customer issues such as missed lifts. On-board weighing equipment has also been installed to provide more granular data on the types and amounts of waste being managed. This for example, enables 'heavy bins' to be identified and pricing schedules to be reviewed. Key account customers now have access to an online portal where they can view reports, invoices and near real-time service information.



## The results

The move to a single Enterprise Management system has enabled Amey to realize a number of commercial and operational benefits. Across the commercial waste collection business, it is recognized as having added over 2% to its EBIT (Earnings Before Interest and Tax).

The visualization of vehicle routes means that inefficiencies can be easily identified, and vehicles re-routed. In addition to addressing overlapping routes, segments with low collection densities are also clearly visible. It's estimated that re-routing has reduced fleet mileage by 7%, cutting both fuel costs and emissions. It is now possible to view and interrogate the profitability of every vehicle and route, considering the revenue earned and all the variable cost elements.

The combination of technologies and system integration has resulted in significantly improved pricing and billing. Greater detail and accuracy of data allows faster intervention to improve or restore profitability and service levels. Integration with the finance system has also brought billing and operational data closer together. A single consolidated system has also reduced unnecessary administration and the replication of work, which led to errors and inconsistency.

Drivers are now aided by mobile technology which makes the reporting and the sharing of information far easier. It also helps improve safety, facilitating adherence to Amey's policy of not taking hands-free calls whilst driving.

The online portal has reduced calls to the customer service center and improved the availability of customer data.

## Key benefits in a nutshell

- ▶ A 7% reduction in fleet mileage resulting from improved routing. This has served to cut fuel consumption and further improve environmental performance
- ▶ Across the company's trade waste collections business, the system has helped realise a 2% to Amey's EBIT (Earnings Before Interest & Tax)
- ▶ Reduced duplication of effort and improved data quality
- ▶ Improved materials management and trading
- ▶ 24/7 data access through an online portal

## The Future

The system is continually evolving with new developments being supported by a robust product roadmap. These currently include the move to a cloud-based system, which will enable the introduction of additional functionality such as AMCS's Sub-Contractor Portal. Further down the line, the potential for autonomous vehicles is also being explored.

### Visit our commercial waste industry page

Digitalisation in the C&I waste 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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“The partnership approach means we have a great product roadmap that combines our specific needs with developments from across the sector. Our experience to date means we are confident that we will continue to work successfully with the AMCS team for the foreseeable future.”

