



AMCS Case Study

AES, Ireland

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AES achieves the highest RepTrak scoring as a Service Provider in Ireland by investing in AMCS technology.

AES in brief

AES, part of the Bord na Mona Group, is one of Ireland's leading waste management and recycling companies. Following the acquisition of Wexford Co. Councils waste management business in Feb 2012 and that of Kildare Co. Co. in 2011, AES now provides services to almost 100k residential customers across 13 counties and to over 6,000 Commercial customers throughout Ireland, including many of the largest retail, pharmaceutical, transport and food related businesses in the country.

AES is committed to the provision of cost effective, efficient and environmentally friendly waste management solutions to all its customers, and continues to invest significantly in the development of innovative products and services, as well as in the RFID technologies to improve efficiency and customer service.

AES operates one of the Waste to Energy sites in Ireland at Drehid Co Kildare, as well as the most advanced waste composting facility in the country.

The daily challenge is to be able to meet expectations of our customers

In Ireland, local regional authorities are not responsible for waste management, and the Irish customers are free to change provider if they are not content with the service. Ciaran Brady, Head of Resource Recovery AES, "It is imperative for us at AES to be able to meet and exceed the service expectations of our customers, and previously we were unfortunately not always able to do so.

We handle recyclable, organic, and general waste, keeping the approx. 165 vehicles busy with 400-500 collections per route on average. By having technology and investing in the AMCS platform we now can meet the full range of our customers service expectations.

The part technology plays

"The AMCS platform plays a substantial role in our daily work as we are using it from the moment the trucks start in the morning all the way to billing the customers on a monthly basis.

We are using a number of AMCS solutions like the Enterprise management software (ERP), Route optimization, the on-board computer, and the weighing cells and the units on the back of the truck as well as reading transponders for lifts to identify the customers on the refuse and recyclable collection trucks." explains Darren Sadler, Head of operations at AES.

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[Watch video how AES benefits from AMCS Platform](#)

The key to success is the delivery of our service

Brady: "AMCS allows us to schedule our trucks on the appropriate routes to ensure that they lift the correct bins. And more importantly that we can understand whether the customer has issues in terms of recycling, because of as a company that operates by Pay-by-weight, we need to identify and address any contaminated bins to protect our margins.

Given the fact that we have a chip in the bin, the AMCS technology allows us to establish the account owner of the bin, whether there are sufficient credit in the account and the precise weight of the bin for billing purposes. The weighing system also allows us to identify any excess weights that many present health and safety challenges for our staff.

And if you are turning up with a 140 litre recycling bin weighing 250 kg, you know it's not recycling and it allows us to go back to the customer and identify the issue.

More importantly it allows us to answer customers queries when they ring in on the spot as we can see where the trucks are on the route, whether they have lifted the bin, whether it's a failure of our service or a failure because the customer has not enough credit on the account.

For us this is the essential part of chain of our business, from the backend of the truck all the way to the generation of an invoice."

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Benefits of understanding customer behaviour

"For us the real benefits are coming from the AMCS technologies that provide insights on our customers' behaviour.

Given the size of our fleet with in excess of 60 RCV's on the road, we have to maximize the collection density of our routes to boost the utilization of our fleet to ensure trucks return with great than 95% of their tonnage capacity.

Secondly we can easily reroute and remap because we understand where the weight is coming from, what the customers are expecting and that leads to less failures. As a service provider, we enjoy service completion rates of 99.6 % and this is due to the use of the technology.

If you don't invest in technology you don't know what you're doing wrong. By having technology, we can anticipate and prevent service issues and when these issues occur, we can resolve them with one action.

- ▶ The use of AMCS Platform boosts our staff productivity.
- ▶ It's integrity and precision reduces the potential for revenue leakage. In relation to cost saving the optimization is used to make the runs more efficient, and cost effective while freeing up capacity to sign new business.
- ▶ Another benefit is that the on-board computer means that we can deploy temporary drivers when necessary who are guided by the route mapping technology so there is no need for route familiarization or training.
- ▶ We do use 'what-if' scenarios and the software allows us to make a multiple scenario solution to see what would be the best route, depot location or truck configuration to go with.

Since we have invested in the technology and invested in our fleet, we've been able to achieve the highest RepTrak scoring ever within this company for a bin company in Ireland." With this statement, a passionate Ciaran Brady ends the interview.

“ We are happy with the AMCS solutions, we use them daily for recording customer lifts, weights and we also use them to optimize our routes for cost saving purposes

