AMCS CASE STUDY

MEERLANDEN,

The Netherlands

Read more about the AMCS Platform

Paperless driving with Mobile Order Management means improved margins, enriched customer service and getting paid faster.

Meerlanden in brief

From a more traditional waste collector, Meerlanden has developed into an innovative waste collector and processor that also partners municipalities in the management of public spaces. They value waste streams by using them as raw materials as much as possible, thus contributing to a cleaner environment.

Meerlanden recognised the need to innovate a few years ago. This led to the construction of a fermentation plant that went live in 2011. At this installation, the energy present in the GFT waste is converted into biogas which is upgraded to green gas. This innovation was a vital first step in creating a regional circular economy.

Better billing system

To improve service for their clients, Meerlanden targeted a better billing system: totally paperless!

Arthur Richardson, Manager of Industrial Waste at Meerlanden notes, "We were up against several challenges at Meerlanden. A need to work environmentally responsibly, and the flexibility to adjust to constantly changing demands and improve our billing system at the same time. The Mobile App by AMCS was the

perfect solution for our needs."

Watch the video about Meerlanden

From agreement to billing

"Mobile Order Management is a great innovation with which we can fully automate the entire administrative process of bin-collection for our clients, from agreement to billing. And this process is paperless. Every day our drivers in Industrial waste are supplied with a tablet that they easily mount in their cabin. Through the App they have a constant link with our planners, thereby providing a lot of advantages.

Our biggest advantage is the fact that our tasks and orders are streamed in real-time. The orders are displayed in the App's map feature and digitally processed for the driver. The call ordering flexibility allows the driver to use his experience and expertise to choose the most efficient route. Additionally, the driver can instantly perform an extra collection or similarly unplanned task. Finally, the application allows the client to approve billing directly on the tablet."

Primary driver

"Our old billing system was incredibly slow and costly in terms of human resources. It also took us quite a while before we got the right information back from the field to generate a correct invoice. This cost not only working hours, but was also prone to errors. Errors in the invoice lead to complaints, credit-notes, and the need to create a new invoice.

We couldn't put up with our clients receiving erroneous invoices, as it wasted their valuable time too. Eliminating errors and saving time became the primary drivers for adopting Mobile Order Management."

> ❝ Mobile Workforce streamlines our billing process

AMCS Mobile Workforce

We gained time and satisfied clients.

"The billing process is now substantially faster. Our clients are better informed because of it, we receive less complaints, and it improves the efficiency of our processes. We profit from the time gained.

Mobile Wokforce has also empowered our drivers to be our eyes and ears in our market, in addition to being waste collectors. Cameras instantly show obstacles or issues on-site, supplying us with the chance to better serve our clients or educate those involved. We also enjoy full integration with the AMCS back office software which really fulfils its promise to enhance efficiency. Paperless driving is a reality!" says Richardson.

Productivity with AMCS Mobile Workforce

With the Mobile Order Management App, drivers can access their pre-scheduled orders, navigation brings them to their customers, and the use of paper forms is eliminated. Besides the real time handling of orders and the possibility of signing for dispatch on the tablet, the Mobile Order Management App provides container registration, time registration of vehicle personnel and mileage - all totally digital. This digitization leads to less errors and less work at the back-office. All this functionality is back-office independent and connects easily to other applications if so desired!

Prevailing advantages for your business

- ► Low investment (TCO) if compared with traditional on-board computer, ROI <6 months
- ► Application independent solution
- ► Environmentally durable and paperless
- ► Reduction in errors and a cutting down on administrative procedures
- ► Better control on orders and their fulfilment
- ► Contented personnel, due to intuitive user interface
- ► User friendly, minimal instruction required
- ► Multilingual (NL, GB, FR, ES, PL, DE)

AMCS is the leading supplier of integrated software and vehicle technology for the waste, recycling and material resources industries. We help over 1500 customers to reduce their operating costs, increase asset utilization, optimize margins and improve customer service. Our enterprise software and SaaS solutions deliver digital innovation to the emerging circular economy around the world.

" The app is easy to use and drivers love it!

Visit our municipal industry page

AMCS' Municipal offering includes state-of-the-art technology solutions for household waste and recycling collection, route planning, vehicle technology, cart management, summer and winter services and customer service support.

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