



AMCS PLATFORM

MUNICIPAL: WASTE & RECYCLING

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.

AMCS Municipal: Waste & Recycling

The AMCS Platform is an industry-specific, proven solution designed to meet the unique requirements of the Waste and Recycling industry. Highly scalable and open standards-based, the AMCS Platform allows you to quickly and easily manage the full spectrum of mission-critical hauling and landfill processes and data, and is the Industry's only solution that provides a 360-view into your municipal waste and recycling operations.

The AMCS Platform integrates with AMCS Route Optimisation and leverages operational data to optimize municipal routes. The AMCS Platform also provides support for your 311 platform.

With the AMCS Platform, you will reduce operational expenses and improve operational performance, reduce missed collections, decrease cart management costs and new purchases, minimise the number of unauthorised lifts, increase customer satisfaction, and identify and stop revenue leakage throughout your municipality.

The AMCS Platform also provides full support for municipalities that subcontract collections with service level monitoring, dynamic reporting and analytics.

Real-Time Operational Insight

Gain real-time operational insight with GPS tracking and visibility of your vehicles, routes and collection progress with AMCS On-Vehicle Technology:

- ▶ Identify and stop unknown services to capture previously uncollected revenue and prevent future revenue leakage
- ▶ Improve driver management, communication and engagement
- ▶ Ensure efficient coverage with real-time route adjustments
- ▶ Measure and contain operating costs and reduce overall margin of error on collections and routes:
 - Real-time route data and electronic route books
 - GPS displays actual vs. scheduled route
 - Virtual audit trail

Major Benefits

- ▶ Identify and Stop Revenue Leakage
- ▶ Improve Operational Performance
- ▶ Reduce Missed Collections
- ▶ Decrease Cart Management Costs & New Purchases
- ▶ Minimize Unauthorized Lifts
- ▶ Increase Customer Satisfaction

Real-Time Service Verification

Reduce missed pickups and driver call backs with real-time service verification and images:

- ▶ Ensure ultimate proof of service through real-time driver interaction or via optional use of RFID technology
- ▶ Provide real-time access and visibility to vehicle and service data to your 311 Call Center
- ▶ Generate data to inform Community policy setting

Paperless Operations

Dramatically streamline operations and costs:

- ▶ Replace manual reporting with real-time reporting and updates between office, driver and vehicle
- ▶ Eliminate paper route sheets with automated route generation
- ▶ Reduce customer call handling time

Cart Management

Effectively manage cart assets for improved cart management:

- ▶ Manage and process cart work orders in a paperless environment
- ▶ Ensure visibility of all assets with cart tracking
- ▶ Manage cart warranties and lifecycles

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Customer Service & Call Center for Solid Waste

Quickly and effectively capture customer calls for improved customer service:

- ▶ Access and utilise consolidated solid waste and recycling data to speed call handling and improve response effectiveness
- ▶ Dispatch call outs to the field in real-time to address issues on the spot
- ▶ Verify missed collections and immediately generate a work order
- ▶ Schedule a cart pickup or assess cart repair requirements

Recycling Participation/RFID

Validate and monitor recycling collections utilizing containers with RFID technology to:

- ▶ Improve waste diversion and increase annual disposal savings
- ▶ Measure recycling rates
 - Leverage data to encourage communities to increase recycling and reduce waste
- ▶ Track recycling participation by household
- ▶ Provide ultimate proof of service
- ▶ Track precise # of lifts
- ▶ Track exact location of containers with GPS

Municipal in Brief Enterprise Management

Either being a municipality or a commercial company collecting and recycling municipal waste, you have to make sure citizens service is done in the best way possible. With our Enterprise Management Solution, we fully support the entire process that comes with these challenges.

- ▶ Service line agreements
- ▶ Manage households and properties
- ▶ Bin management
- ▶ Door-to-door & Bulky waste collection
- ▶ Recycling center
- ▶ Real-time tracking of trucks and collection progress
- ▶ Call center functionality with 360-degree citizen view
- ▶ Deal with customer queries and complaints
- ▶ Insight in extra stops, missed collections
- ▶ Exception handling
- ▶ Proof of service

Intelligent Optimisation

Automatic route optimisation can help your business improve asset utilisation, enhance customer service, reduce mileage and driving time, and lower your overall carbon footprint. The system has a powerful engine for optimising master routes, inserting citizen ad hoc orders into existing master routes and for daily batch-based route optimisation.

- ▶ Master route optimisation
- ▶ Daily batch-based optimisation
- ▶ Safety, opening and closing hours, school areas
- ▶ Map integration and visualisation
- ▶ Prediction planning based on actual and historical information

Mobile workforce

Provide your drivers with our mobile solution that is fully integrated in the process of municipal waste collection.

- ▶ Fully integrated in the processes of municipal waste collection
- ▶ User-friendly, focus on what needs to be done
- ▶ Guiding turn-by-turn navigation
- ▶ Automatic recording of real-time data such as collections, citizens serviced, routes driven and time spent
- ▶ Track and trace of fleet and bins
- ▶ Time registration
- ▶ Health and safety monitoring
- ▶ Vehicle inspection reports

Vehicle Technology

The next generation of fully calibrated, real-time and, robust bin management is here. Designed by our highly skilled team of engineers cart identification and waste collection has never been easier.

- ▶ Fully integrated with the Enterprise Management Solution and Mobile Workforce
- ▶ Lift tracking/gps matching
- ▶ High and ultra high RFID tags for high density domestic collection
- ▶ Camera integration
- ▶ Manage bins and containers

