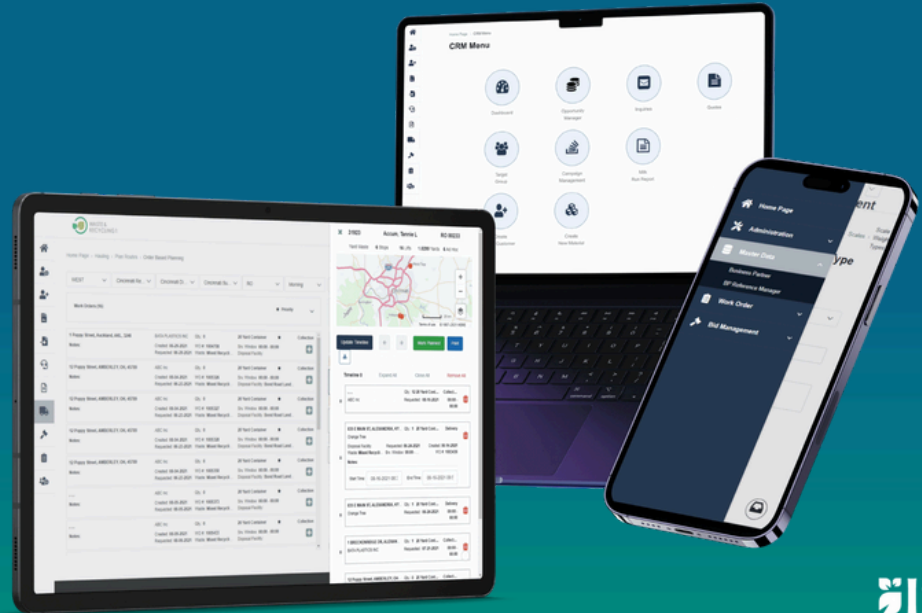
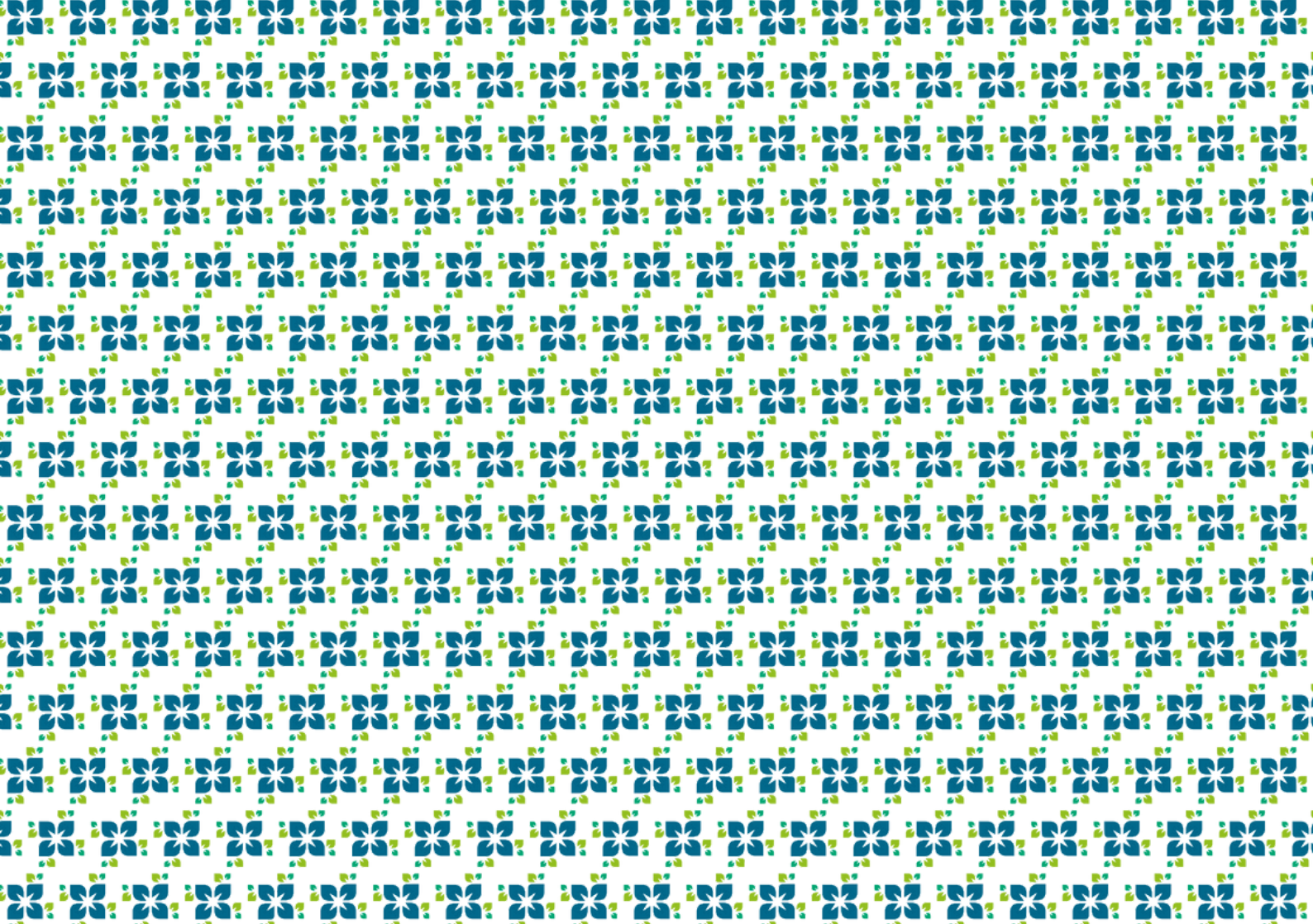


# ISB Global

## Success Story Book

2024





*“ISB Global creates and maintains strong relationships  
with its global business partners and customers.*

*We do this with the vision and commitment to achieving the joint objective -  
efficient, sustainable digital transformation as an alliance. Implementing Waste  
& Recycling One with our customers and partners with a mission to deliver the  
most advanced business management software technologies as an enabler for  
growth, establishing  
self-sufficiency, total control of operations and continual improvement.*

*The success stories are as much a testament to the devotion and dedication  
of our customers as well as ISB Global’s hard work. With digital  
transformation at the forefront of climate change mitigation and circular  
economy, there is opportunity for us to all play our part in exceptional  
teamwork, driving the transition to a net zero economy, ensuring the clean  
habitation and survival of the planet.”*

“Waste & Recycling One gave Dimeca clarity on transport scheduling, purchasing, sales and delivery, inventory, stock movements and weighbridge transactions, integrated to SAP Business One.”

**Miguel de la Garza - IT Director, Dimeca**



## Supporting complex buying and selling in metals recycling

Headquartered in Saltillo near Monterrey, Mexico, Dimeca has been established for over 25 years and have 14 sites - 7 operations centres and 7 yards. They specialise in a variety of metals recycling and purchase a range of ferrous and non-ferrous materials for scheduled, non-scheduled, collection and delivery to downstream smelting operations.

### Objectives

- Provide an integrated suite of operational components to manage the extensive transport, collection, inventory, transfer, payments, sales and delivery of ferrous and non-ferrous materials.
- Replicate manual process with SAP, Waste & Recycling One inbound and outbound Work Orders.
- Incorporate integrated transport management, planning and scheduling, replacing spread sheets.

### Why SAP and ISB Global

- Comprehensive industry specific inbound and outbound work orders integrated to weighbridge transactions and subsequent stock movements.
- Configurable operational process with necessary development capabilities integrated to standardised ERP stock and accounting.
- Trusted, certified built solution within global vendor ERP, partner with extensive experience in waste materials management process.

### Benefits

- Integrated planning and scheduling of transport collections, transfers and deliveries resulted in total transparency of buying, selling and transfer processes ensuring cost and profitability, planning and variance capture.
- Inbound and outbound work order management delivered operational object to instruct and capture movements for downstream accounting accuracy.
- Weighbridge integration supplied inbound and outbound materials weight, payment and charging confirmations for accurate planned vs. actual and 3rd party weighbridge reconciliation to inventory and accounting transactions.
- Inbound, outbound work orders and weighbridge confirmations integrated to materials receipt, purchasing and warehouse assignment in SAP eradicated manual inventory process.
- Architecture allowed for full robust process management but flexible use of configured components to match process, ensuring operational reporting is trustworthy and accurate.

### Industry

Waste Collection Recycling & Resource Recovery

### Products & Services

Utilities, Waste & Recycling  
Ferrous & Non-Ferrous Metals

### Users

36

### Impact

80% Faster planning and execution of materials movement



“What made Waste & Recycling One totally compelling was the existing fit, plus the flexibility, scalability and development potential to enhance operational business processes”

**Uval Lubarsky - Director of Information Systems,**  
**Cliff Berry Inc**



## Incident free business thanks to Waste & Recycling One

Leading environmental services provider, CBI, worked with ISB Global to implement SAP, Waste & Recycling One across their five offices and four waste material and recycling sites. With the Waste & Recycling One industry specific solution, operational orders to accounting transactions are being processed 80% faster.

### Objectives

- CBI required software that could integrate operations and accounting with planning, scheduling, disposal and reprocessing across all offices and sites.
- Material characteristics and components needed to be accurately captured to help increase profitability on reprocessing activities.

### Why SAP and ISB Global

- Waste & Recycling One offered an industry specific solution built within SAP Business One, a leading ERP software solution specifically for small and medium sized companies.
- SAP Waste & Recycling One delivered comprehensive profitability, cost, accounting and financial management by consolidating activities across CBI's multiple sites.

### Benefits

- The integration of operations, vehicles, work orders and activities, materials movements to accounting transactions have delivered significant transparency and profitability.
- CBI now has the ability to plan multiple work orders and additional remediation activities to include products and service costs.
- Resources and assets from different sites can now be tracked seamlessly, delivering cost and profitability transparency in intra-company transactions.

### Industry

Utilities, Waste & Recycling

### Products & Services

Waste disposal, landfill, recycling & resource recovery

### Users

70

### Impact

60% Greater transparency of work order processes with no manual intervention since implementation





“SAP, Waste & Recycling One integrated operations with finance and accounting, allowing us to take control of sites, materials, transportation and weighbridges. The flexibility of the software allowed for continual advance and was able to cope with the growing complexity and change in legislation of waste materials management.

**Jonathan Light - Managing Director, Light Bros**



## Centralised data control with SAP, Waste & Recycling One

Waste management experts and recycling specialist, Light Brothers, worked with ISB Global to deploy SAP, Waste & Recycling One across all six sites. Now with a centralised way of working, the transparency of branch and remote site operations has increased by 70%.

### Objectives

- Light Brothers was previously using multiple software applications, including a small accounting applications, legacy operations, weighbridges and multiple spreadsheets.
- New software was required that had ERP functionality to manage growing complexity in waste electronics and equipment, and centralise job order scheduling for multiple material streams across multiple sites.

### Why SAP and ISB Global

- Waste & Recycling One offered integrated industry specific operations across finance, multiple materials, weighbridges, sites and companies.
- ISB Global provided Light Brothers with the updates, support and maintenance to confidently develop and scale easily, adding new functions and technology when needed.

### Benefits

- Light Brothers now has a centralised control of work orders, material streams and sites, delivery of materials and profitability.
- Integration of operations and accounts has sped up operations and increased accuracy.
- Automated reporting has increased accuracy of materials management, speed of order processing, compliance, accuracy and profitability of recycling operations.
- Delivery confirmations ensure timely contractual agreements and replenishment, accuracy of budgeting, sales forecasting, operational and accounting variances.
- Direct integration of weighbridges with orders ensures accurate monitoring of materials flows, cost and profitability.
- Standardised technology, data and process with flexibility and scalability of software allows for continual updates and automation opportunities across Light Brothers' operations, accounting and management information functions.

### Industry

Utilities, Waste & Recycling

### Products & Services

Waste recycling hazardous, electronic waste, metals, plastics, end of life vehicles, construction, demolition & skip hire

### Users

35

### Impact

90% increase in automation of recycling materials processes



"SAP, Waste & Recycling One & Smartworld has facilitated growth, streamlining of processes, acquisition and onboarding of new companies, and reporting is now automated. We have a platform to further provide digital transformation, exemplary customer service and facilitate our next phase of growth."

**Jon Clewes - Group Technical Director, RED Industries**



## ISB Global - The smarter waste manager partner

Hazardous waste management company, RED Industries, turned to ISB Global to implement SAP, Waste & Recycling One and SmartWorld mobile and web components. The flexibility of the software has helped RED Industries experience quadruple growth since implementation.

### Objectives

- RED Industries previously operated multiple software applications with manual processes, duplication of data entry, inaccurate reporting and no integration.
- New software was required that could utilise web technologies, and integrate throughout operations to radically improve downstream order processes with invoicing, accounting and banking.

### Why SAP and ISB Global

- SAP, Waste & Recycling One and SmartWorld provided a fully integrated platform, delivered easy digital transformation with mobile and web apps that managed environmental legislation processes.
- ISB Global is a specialist partner with an advanced technology enabled industry software platform. Offering continual support across processes, legislation, product and updates.

### Benefits

- Waste & Recycling One has sped up and decreased administrative work on pre- acceptance, order management, pricing, subcontractor management and receipting materials to inventory.
- Now with centralised finance and accounting, multiple operational processes can be achieved, resulting in accuracy, speed and a platform for growth.
- Scalable software allows for the adoption of digital processes on mobile and web-based apps.
- RED Industries now have the software to support new processes, connect the value chain, incorporate existing processes and data, integrate and consolidate to the correct company accounting ledgers and facilitate accelerated growth.

### Industry

Utilities, Waste & Recycling

### Products & Services

Waste collection, disposal, recycling, nonhazardous & hazardous materials

### Users

50

### Impact

95% faster order processing of hazardous materials



“After building the business to a respectable turnover in a short space of time, Veris needed to change the waste software and accounting system they had inherited. There was only one vendor that had a suitable waste brokerage solution, ISB Global with Waste & Recycling One.”

**Simon Platt - MD, Veris Strategies**



## Sustaining growth and a better planet with Waste & Recycling One

Next generation of sustainability strategists, Veris, turned to ISB Global to implement Waste & Recycling One enabling them to work smarter, faster and more sustainably. Now, fully integrated across all departments, Veris can work five times faster from order to billing.

### Objectives

- Veris inherited their operations and accounting applications, which had no integration resulting in duplication of effort, manual data entry and reporting.
- New software was required that would standardise back-office processes, eradicate manual data processing and allow the team to focus on customer service and growth.

### Why SAP and ISB Global

- ISB Global has integrated, industry specific software, specifically well suited to waste brokerage. Integrating all departments - CRM, operations, subcontractor management, accounting and reporting.
- ISB Global has an industry specific waste broker solution and expertise that Veris wanted to utilize, plus they offered full support, a planned solution roadmap, updates, upgrades and a maintenance program.
- Sector expertise, full support, a planned product roadmap, updates, upgrades and maintenance program.

### Benefits

- Since implementation, operations to accounting has sped up exponentially, thanks to automated work order management.
- Customer relationship management has been integrated from enquiry to quote, plus after sales experience enhancements, to ensure correct completion of orders and auditable service trail.
- Real-time operations and account reporting has enabled improvement across all key performance indicators.
- Automated processes from enquiry to banking has enabled Veris to focus on key differentials like cost and service, to increase competitive advantage.
- Real-time recycling materials analytics published to customers and suppliers visualizes resource sustainability targets, and allows Veris' consulting teams to target new strategic indicators.

### Industry

Utilities, Waste & Recycling

### Products & Services

Waste collection services, disposal, recycling, hazardous & non-hazardous waste

### Users

25

### Impact

80% Uplift in payment accuracy by subcontractors



“SAP, Waste & Recycling One has been intrinsic in bringing our company activities together, linking our departments and sites so we can focus on growth and recycling more amounts of organic materials, closing the loop by manufacturing and selling high grade composts.”

**Cameron Lewis - Operations Director, The Woodhorn Group**



## Empowering organic growth with Waste & Recycling One

Organic farming and waste recycling specialists, The Woodhorn Group, worked with ISB Global to implement Waste & Recycling One into their operations to unify the business. With full integration, transactions have spemanagementd up by 60% and inaccuracies are a thing of the past.

### Objectives

- The Woodhorn Group's previous software relied upon spreadsheets and was unable to integrate weighbridges into everyday processes.

- A new system was needed to manage all inbound materials capacity, inventory, production, weighbridges, purchasing, sales and accounting to ensure accurate position of the company.

### Why SAP and ISB Global

- SAP, Waste & Recycling One integrated operations and accounting, which included direct integration to weighbridge, inventory and production systems.
- ISB Global offer specific industry expertise, and invaluable support when updates and maintenance are necessary.

### Benefits

- SAP, Waste & Recycling One has integrated The Woodhorn Group's entire business and now controls complex payments and sales that deliver accurate, transparent orders for real-time company position.
- Profitability, clarity and intelligence on cycle times have improved thanks to accurate, meaningful data.
- Management of material resources now gives precise information on purchasing, inventory and sales, allowing the forecasting of revenue.
- The integration of weighbridges ensures accuracy of transactions, delivering visibility of capacity, inventory, production and recycling rates for customers.
- Automated reporting and analytics provides accurate real-time data on every process in the business.

### Industry

Utilities, Waste & Recycling

### Products & Services

Waste recycling sites processing organics, green waste and soils

### Users

20

### Impact

80% Increase in transparency of operations thanks to integrated weighbridges.



"ISB Global meticulously demonstrated how Waste & Recycling One's integrated business processes would save CSS time and money, and allow us to grow."

**Lance Pearce - Operations Manager, CSS Recycling**



## Energizing growth with Waste & Recycling One

One of the UK's leading processors of waste electronic and electrical equipment, CSS, worked with ISB Global to deploy Waste & Recycling One for a more automated business. Now with more seamless processes across all departments, employees can work 70% faster and focus on growing the business.

### Objectives

- CSS's previous software required manual data entry, manual checks and manual reporting.
- New software was needed that could integrate accounting, operations software applications and spreadsheets holding vital job and materials data.

### Why SAP and ISB Global

- ISB Global offered an industry specific operations and ERP software platform built for SMBs, coupled with extensive experience in the sector.
- ISB Global had proven methodologies in sales, ROI, implementation, development and superior support and maintenance.

### Benefits

- Since implementation all processes are now automated, which has improved accuracy and speed across all departments.
- Accurate reports are automatically generated on products collected and materials output.
- Management of material resources now gives precise information on purchasing, inventory and sales forecasting revenue, profitability and cash flow.
- As new sites and companies are acquired, Waste & Recycling One is flexible and can easily be scaled to meet process and growth requirements.
- Real-time data can be accessed thanks to an integrated technology platform.
- As part of the integrated, automated process, Waste & Recycling One outputs data in formatted reports and publishes information for a range of analysis.

### Industry

Utilities, Waste & Recycling

### Products & Services

Waste Recycling Electrical & Electronic Equipment (WEEE)

### Users

20

### Impact

25% Time savings on each team members manual data administration



“When it was time to move from separate software applications, SAP Business One was the natural choice for Gasrec, providing all the functionality of ERP and supporting rapid growth for the business”

**Rick Twomey - Project & Systems Manager,  
Gasrec**



## Future-proofing business with SAP Business One

Suppliers of gas to the road transport sector, Gasrec, worked with ISB Global to deploy SAP Business One and become a solid platform for scaling operations. Now with a truly integrated business, accounting cycles are 50% faster and more accurate, enabling profitable growth.

### Objectives

- Gasrec previously used an accounting application and numerous spreadsheets to manage business process, capture data and report from.
- New software was required that would provide an integrated platform across all departments, and provide logistics functions for accurate operational control and growth.

### Why SAP and ISB Global

- SAP Business One offers an integrated ERP platform for SMBs, with the flexibility to add and develop robust processes to support growth.
- ISB Global has experience of implementing SAP Business One, extensive development environment experience, waste recycling and mid and downstream fuel distribution.

### Benefits

- All finance and accounting transactions are now fully automated, increasing accuracy, speed of operations and visibility of company position.
- Control of production, inventory and delivery ensures capacity planning, maintaining supply and accurate control of cost and profit.
- Gasrec can now plan assets and subcontractor transport pick ups and deliver scheduled loads with automated reporting.
- Delivery confirmations ensure timely delivery and replenishment, accuracy of budgeting, sales forecasting, operational and accounting variances.
- All processes from planning and capacity to production and purchasing is governed and controlled with transparency and accuracy.

### Industry

Utilities, Waste & Recycling  
Energy & Natural Resources

### Products & Services

Waste recycling methane biofuel  
for road transport

### Users

20

### Impact

80% Increase in real-time visibility  
of operations

**gasrec**  
FUTURE-PROOF FUELS

“We chose SAP Business One and Waste & Recycling One as it gave complete transparency across our operating units, allowing us to add new technologies, scale, grow and acquire new businesses.”

**Peter Alexander – Director, HTL Group**



## Automation and control of data, process and reporting with Waste & Recycling One

One of London's leading recycling and waste management specialists, HTL, worked with ISB Global to implement Waste & Recycling One and integrate operations across all sites. Faster, more accurate operations and accounting transactions has led to a doubling of sales revenue and increased growth.

### Objectives

- Manual systems and several separate applications needed to be replaced with software that integrated operations and accounting with automated reporting capabilities.
- HTL wanted to utilise ERP and integrated waste and recycling operations to automate process to be able to focus on growth.

### Why SAP and ISB Global

- Waste & Recycling One offered a full suite of automated waste and recycling operations processes, reporting and analytics with the ability to rapidly scale, adding new, pre- integrated processes and technologies to aid in rapid growth.
- ISB Global and SAP covered both industry and software vendor expertise with unrivaled software updates, support and maintenance.

### Benefits

- SAP, Waste & Recycling One has increased speed and accuracy of operations and accounting transactions across all materials streams and business units.
- Operational profitability has increased across all four companies, without the need to increase headcount, thanks to line level control over cost and profit margins.
- HTL has identified areas for extensive growth, doubling turnover with no increase in back-office staff.
- New business units can be assimilated fast, seizing a market opportunity quickly and exploiting a demand in material stream for increased profitability.
- Analytics technology provides invaluable intelligence for cost reduction and profitability opportunities.

### Industry

Utilities, Waste & Recycling

### Products & Services

Recycling and waste management services

### Users

15

### Impact

80% Increased visibility of profitability across all order transactions



**Waste Management Services**

“WR1 & the web portal technology allows us to optimise communication between customer and supplier in a controlled process driven environment to allow for quick confirmation, billing, reporting and accounting process. Without it we would have at least 5 times the amount of staff all completing redundant data admin work.”

**Waste Brokerage client - United Kingdom**



## An Automated National Waste Brokerage Service with 80% Less Administration

The facilities management company has become one of the world's leading outsourced services companies. ISB Global implemented SAP, Waste & Recycling One in the UK waste services division and the customer has reaped the rewards by utilising the Waste & Recycling One web portal innovations technology. Optimising communications between customer and subcontractor, facilitating speed of operations with a fraction of the staff and administrative effort.

### Opportunities

- Multiple software applications, no integration, manual engagement with customers and suppliers, duplication of data entry and reporting.
- An opportunity to use robust process and web technology to reduce and speed customer and supplier interaction.
- Offer an enhanced, integrated and automated service reducing the cost of customers waste removal while preserving margins.

### Why SAP and ISB Global

- A proven, scalable software solution with mobile and web innovations, integrated to finance and accounting.
- Software platform controlling standard processes, preintegrated low code web portal with analytics and reporting.
- Established waste industry experts and sub-vertical authority, backed up by leading software vendors and support.

### Benefits

- Huge efficiencies delivered by web portal automation; communication between customer and supplier provides enhanced customer service, higher margins, integrated traceability and low overheads.
- Easily customisable web portal environments deliver uniquely tailored service to customers, specific to requirements.
- Controlled data and administration allows for quick tailored bi-modal web interaction while stable, regulated financial process administration, customised reports and analytics are published automatically online.
- Small administration and service team engage in administrative process when alerted to tolerance or service regulation breach, saving time, unnecessary personnel and effort while increasing service level.
- Dedicated information focused staff work on data, process and analytics to enhance efficiencies and service further.

### Industry

Utilities, Facilities Management, Waste & Recycling

### Products & Services

Waste Collection, Disposal, Recycling, Healthcare, WEEE, Defence & Security

### Users

260

### Impact

80% less data administration by automating processes

**ISBG**GLOBAL



“We opted for WR1 many years ago as ISB Global had specific industry sector knowledge, proficient software and strong vendor support, with great financial and operational returns on our investment. This was coupled with the ability to add further technical functionality very easily with their web portal architecture. This is how software technology should improve business.”

## Facilities Management client - United Kingdom



## National Waste Service Focused on Customer Experience

The waste and environmental focused facilities management company is one of the UK's most innovative and forward-thinking resource management companies. Waste facilities and vehicles are a carefully audited subcontracted service, leaving the team to focus on partnerships, optimum resource management, efficiencies, best practice recovery options and dedicated customer experience process. Facilitated by ISB Global's advanced web portal technology.

### Opportunities

- Integrated SAP, Waste & Recycling One ready for bi-modal, low code customisation to enhance customer service processes and web-based customer experience.
- Planned tactical updates to focus and diversify workflow to increase user and customer interactivity.
- Greater opportunity to communicate and interact with customer and keep informed with automated analytics processes.

### Why SAP and ISB Global

- An established, adaptable software solution with a mobile and web innovations suite, integrated with finance and accounting.
- A robust data management platform controlling standard processes, web-based order management, customer service contact and communication cycles.
- Proven vendors, partners and industry specific, integrated software to support complex subcontractor management and customer service workflows.

### Benefits

- Quick and easy service call searching, viewing and creation allows for exponential uplift in customer service routines.
- Creating, viewing and updating a range of configurable activities associated with the service call, driving better KPIs.
- Integrated business management software controls and automates process so no redundant data administration, staff team can focus on controlled, specifically designed customer service processes to deliver growth for the business.
- Automated Work Order Header and Row with editable customer and supplier pricing standards ensure total accuracy.
- Web subcontractor upload facility and automated order matching speeds order, ticket and invoice match exponentially.
- Integrated data from customer service and order functions is instantly ready for invoicing, decreasing time taken on accounting cycles by 50% & increasing accuracy by 80%.

### Industry

Utilities, Facilities Management, Waste & Recycling

### Products & Services

Waste Collection, Disposal, Recycling, Healthcare, WEEE, Defence & Security

### Users

260

### Impact

Twice the speed in invoicing cycles & an 80% increase in accuracy

 ISBGLOBAL

"WR1 & Waste Manager has been a game-changer for our customers Waste Brokerage division. By automating key processes, they have drastically reduced errors and inefficiencies. They can now manage complex environmental regulations and keep everything running smoothly."

Pritesh Pattni - CCO, ISB Global



## Transforming Waste Brokerage operations

One of the UK's leading Logistics, Supply Chain and Environmental services providers faced significant challenges in their Waste Brokerage division. The reliance on manual processes led to errors and inefficiencies, hampering their ability to maximise operational efficiency and meet stringent environmental targets. The organisation needed an automated solution to streamline key processes.

### Objectives

- DHL Envirosolutions, part of DHL Supply Chain, faced significant challenges in their Waste Brokerage division. The reliance on manual processes led to errors and inefficiencies, hampering their ability to maximise operational efficiency and meet stringent environmental targets. The organisation needed an automated solution to streamline key processes, reduce manual work, and save both time and money.

### Why SAP and ISB Global

- After a thorough tender process and evaluating all major players in the market, DHL Envirosolutions selected ISB Global's SAP-based Waste & Recycling One and Waste Manager software. ISB Global's platform offered a fully integrated solution with mobile and web apps to manage environmental legislation processes efficiently. The decision was driven by the comprehensive capabilities of ISB Global's software suite, which promised easy digital transformation and enhanced operational efficiency.

### Benefits

- Since the implementation of WR1 and Waste Manager, DHL Envirosolutions has seen remarkable improvements. The coordination between waste producers, transport providers, and brokers has been simplified, leading to better operational efficiency. Real-time collaboration among customers, suppliers, and brokers has enhanced transparency and efficiency. Additionally, the comprehensive suite of reporting and analytics tools provided valuable insights, driving improvements in both efficiency and sustainability. These results underscore the success of the digital transformation initiated by DHL Envirosolutions through the adoption of ISB Global's innovative software solutions.

### Industry

Waste Brokerage, Supply Chain & Logistics

### Products & Services

Waste & Recycling

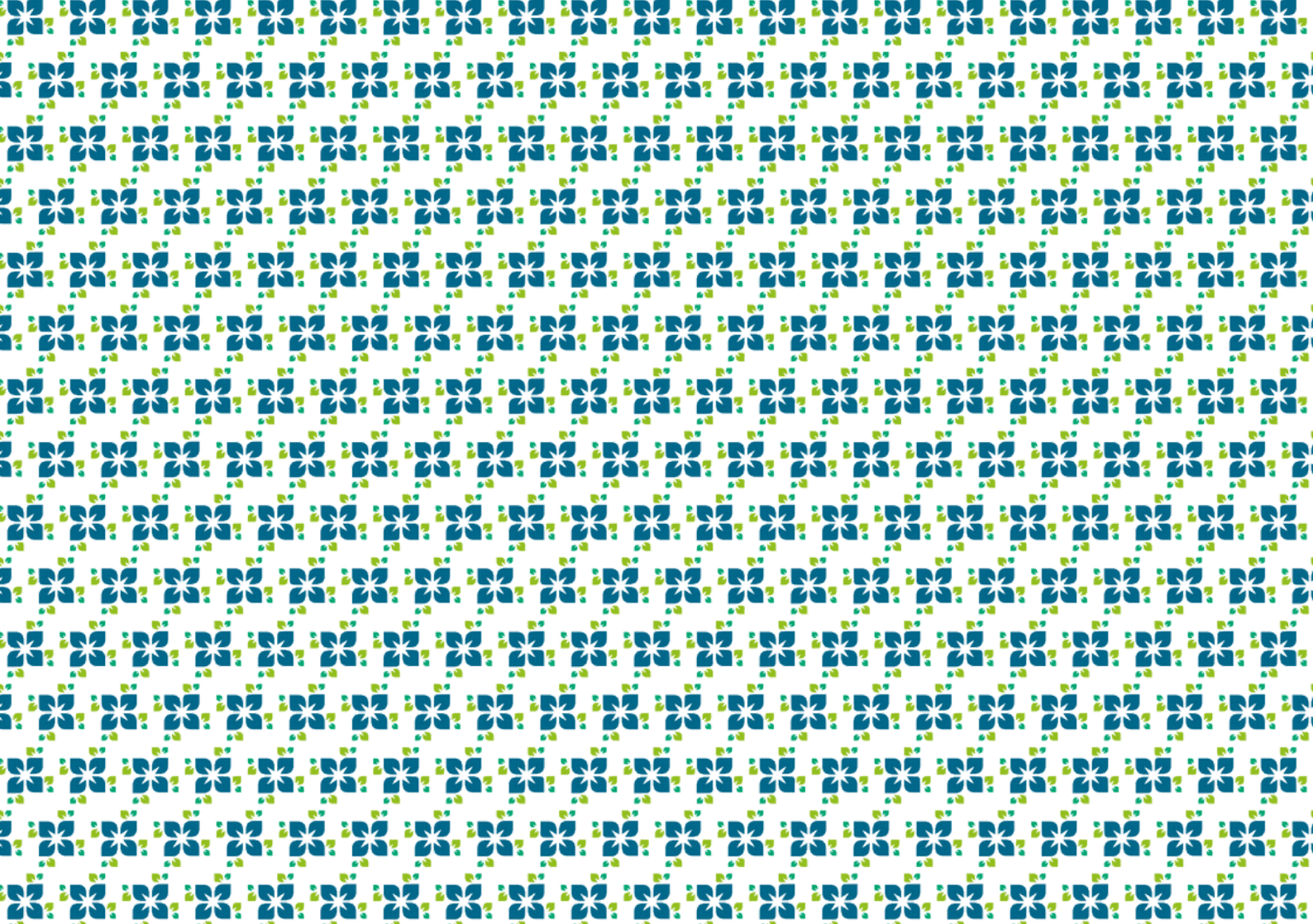
### Users

30

### Impact

Simplified coordination between waste producers, transport providers, and brokers,





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