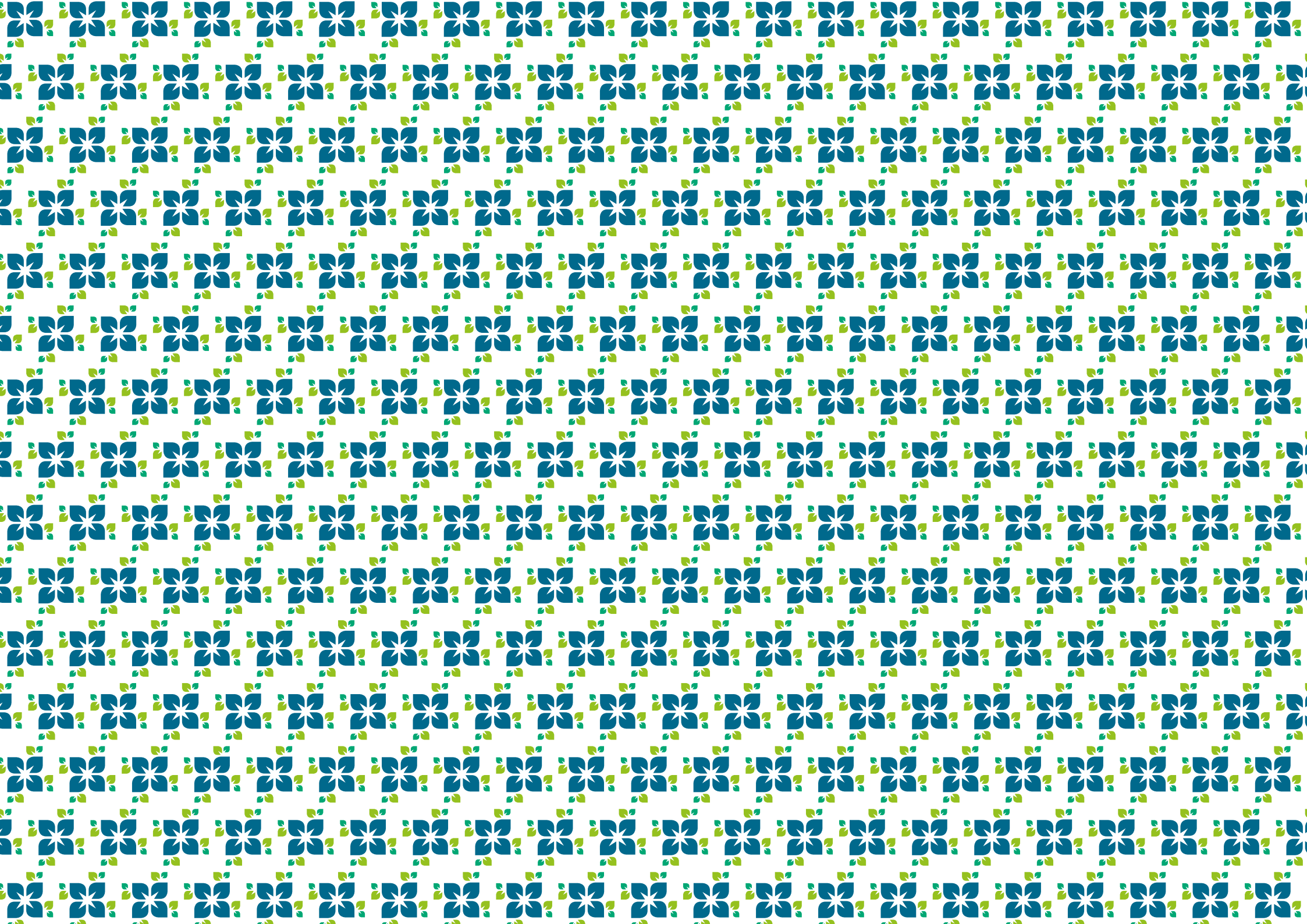


 ISBG GLOBAL



UKRI Innovate UK Edge Scale Up
Programme Case Study



ISB Global develops and deploys Waste & Recycling One (WR1) the world's most advanced environmental, waste management and recycling software. It has vendor software and services partnerships with SAP, OutSystems and Amazon Web Services (AWS). WR1 is the 'world's most advanced...' as it uses these technologies for process, development and hosting, and is completely integrated, eradicating the need for multiple software applications.

In Spring 2021, ISB Global was awarded a place on the Innovate UK Edge Scale Up Programme for innovative, high growth companies. The programme supports challenges faced by the business and finds solutions to help overcome those barriers and further facilitate scale.

The three challenges supported by the Innovate UK Edge Scaleup Programme included international market development, investment preparation and organisational development.

“ISB Global has been the best engagement ever. They have implemented and improved on our consulting support with the 3 scaling challenges and wish them every luck in their future growth!”

Innovate UK Edge Scale Up Director Team.



International Market Development

A primary objective for ISB Global is continued expansion in the US having secured implementations in two of the top ten US waste haulers serving a total of 16 states. With Innovate UK Edge support, ISB Global has been successful at gaining entry onto the Global Incubator Programme (GIP), Clean Growth - USA, based in New York. The GIP enables research, market support and strategy development. The US is a key market for ISB Global due to size, recycling lifecycle and policy implementation.

Funding Market Research

A Scaleup Growth Grant has also been utilised to work with the Chartered Institute of Waste Management (CIWM) in the UK to conduct an extensive research project. Now complete, this was to understand how the UK waste industry use and perceive software technologies available to them.

The project has given the team critical insights into how better to support the industry sector in the UK and help drive digital transformation to become a world leading industry, transitioning to a technology driven circular economy. This approach will now be deployed in the USA.

Organisational Development

Significant support has been provided in organisational development across all aspects of; recruiting, onboarding, team management and practice optimisation, culture development and growth planning.

Multiple human resource functions commonly associated with growth, have now become far simpler to manage, vastly minimising a common scale up challenge given ISB Global's international footprint.

An employee cultural survey showed over an 80% satisfaction rate with current employees and an overall 5% improvement from the previous year, showing the progress made.

Priming for Expansion

Support has also been provided to review options for working capital and equity investment with the CEO, Chris Williams in order to develop an investment model and an IP strategy review.

The teams continue to engage with the financial and investment industry as it creates new funding opportunities to aid growth of the UK sector and to support high growth companies that operate with the field of Environmental, Social & Governance (ESG) and Sustainability.

“The support that ISB Global has received from the UKRI Edge Scale Up Programmes has been phenomenal. The consulting support in operations has allowed us to implement robust practices that have allowed us to rapidly scale. We continue to work with the UKRI alumni teams to drive the partnership forward and work together on progressing our area of expertise in waste, recycling and circular economy software technology innovations.”

Chris Williams, CEO, ISB Global



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