

Product Service Definition

G Cloud



PRODUCT OVERVIEW

ESB Household Waste Recycling Centre (HWRC) Booking and Permit System system is a combination of our HWRC Booking system and our Waste Permit system at a cost effective price.

ESB HWRC Booking is a cloud software service that allows your organisation to effectively manage access to your HWRC sites. The service allows for an unlimited number of sites to be included as well as the ability to manage waste streams and different vehicle types at the point of booking.

ESB Waste Permit System is a cloud software service that allows organisations to effectively manage access to HWRC sites to permitted vehicles. With a strong emphasis on self service the application process is streamlined and reduces the need for staff involvement.

The system comes with the following core capabilities:

- Complete managed service via the Cloud with full mobile capability
- Designed and developed from Local Government and public services
- Created for frontline public services to reduce costs and improve service
- Rapid business deployment method that is flexible and iterative
- Sustainable, flexible and future proof

Features:

- Online booking, amendment and cancellation facility
- Flexible booking schedules to allow sites to operate individual opening hours
- Variable slot numbers to allow bigger sites to take more vehicles and vice versa
- Automatic notifications to the customer via email and *text message
- Reminder emails sent at a predefined interval before the booking
- Bulk cancellation module for shutting sites at short notice and emailing residents
- Manage access to resources to allow opening hours to be amended easily and quickly
- Automated customisable workflow through the organisation

- Ability to allow hire vehicles on site
- Ability to allow different classifications of vehicles on site with different vehicles using more bookings slots e.g. vans
- Recording of waste streams being deposited
- Data management module for GDPR compliance
- Built in reporting services
- Data extraction to familiar MS Office application formats
- Bilingual customer form
- Configurable business rules providing service control and flexibility
- Online registration checker for validating bookings
- Address lock to ensure only your residents are utilising your sites
- Block-list functionality to stop bookings from vehicles who should not access sites
- Online site bookings module to allow site staff to check in vehicles easily and quickly using a mobile device
- Ward information and spatial information automatically logged to allow spatial analysis and ward reporting
- Warning list function to highlight vehicles of note to site staff
- The ability to have complex pools of visits with different weightings against different bookings
- Manage bookings, staff and resource availability in a single system
- Optional DVLA checking of vehicle registration number to determine suitability
- Integration with ANPR *
- Branding to match your authority as standard
- Ability to offer a defined number of days in advance for booking
- Once the booking schedule is set up the system generates slots automatically with no human intervention required
- The ability to use your own URL
- The ability to Use your own email domain

*Text messages are chargeable unless utilising GOV.Notify service.

*ANPR is an optional extra

Benefits:

- Huge savings on manual administration
- Quickly react to service or council changes
- Reduction in paperwork
- Provides automation of manual and time-consuming processes
- Can be tailored to your organisation
- Ability to close resources and change opening hours quickly
- Reduction in number of unauthorised vehicles
- Provides your team a single point of management
- Ability to constrain bookings based on predefined limit of visits
- Ability to to predict site usage patterns

ESB HWRC Booking and Permit System is built on the ESB service delivery platform, this utilises the latest in cloud computing technology. The platform is robust and flexible and hosted across multiple secure UK data centres for maximum resilience. ESB enables the deployment of new and templated applications in a rapid yet simple way supporting agile software methods and principles.



ABOUT US

Pentagull is a team of former local government IT professionals working hard to provide modern, affordable and fairer IT services since 2011.

Our purpose is to deliver better IT for our customers at the lowest cost- built on solid, modern and agile foundations. We have brought together a team of dedicated ICT professionals with a passion and commitment to make a difference.

We specialise in helping local authorities achieve digital transformation and channel shift through our unique technology. To date we have over 40 local authorities across the UK utilising this technology in diverse application areas.

We implement, configure and support Enterprise Service Builder (ESB), an innovative cloud low code, no code platform built by ourselves that enables true end-to-end digital processes.

The Enterprise Service Builder platform is truly unique. It is the only multi-channel, modular and fully configurable platform built by ex-local authority officers that offers the level of sophisticated functionality that a modern public sector organisation requires.

It delivers everything from customer self-service and flexible back office capability through to mobile working, all on one platform, specifically engineered for public services.

Our platform has been written BY local Government FOR local Government. We understand the challenges you face, and we're determined to make a change.

Any questions should be addressed in the first instance to Stuart Gilbert.

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Information and quality assurance

Pentagull has achieved Cyber Essentials certification, ISO 27001 and 9001 certification.

Other accreditation's

Pentagull is proud to be accredited to the Living Wage Foundation.





ADDITIONAL INFORMATION

Our platform

Enterprise Service Builder (ESB) is an enterprise-class, no code/low code, service delivery platform that enables digital transformation at any scale.

All of our products and services are built upon our ESB platform meaning you benefit from years of experience in local government settings all in one product.

No matter the product you select from our catalogue, you will benefit from a strong, robust and powerful core product that offers years of experience and development all in one place.

Click [here](#) for more information or visit www.pentagull.co.uk/esb

Existing integrations

Click [here](#) for more information or visit www.pentagull.co.uk/esb/existing-integrations/

Existing uses

ESB is used for hundreds of different processes and systems both large and small, these are just a handful of them.

Click [here](#) for more information or visit www.pentagull.co.uk/products

Case studies

Click [here](#) for more information or visit www.pentagull.co.uk/casestudies

Frequently asked questions

Click [here](#) for more information or visit www.pentagull.co.uk/esb/frequently-asked-questions/