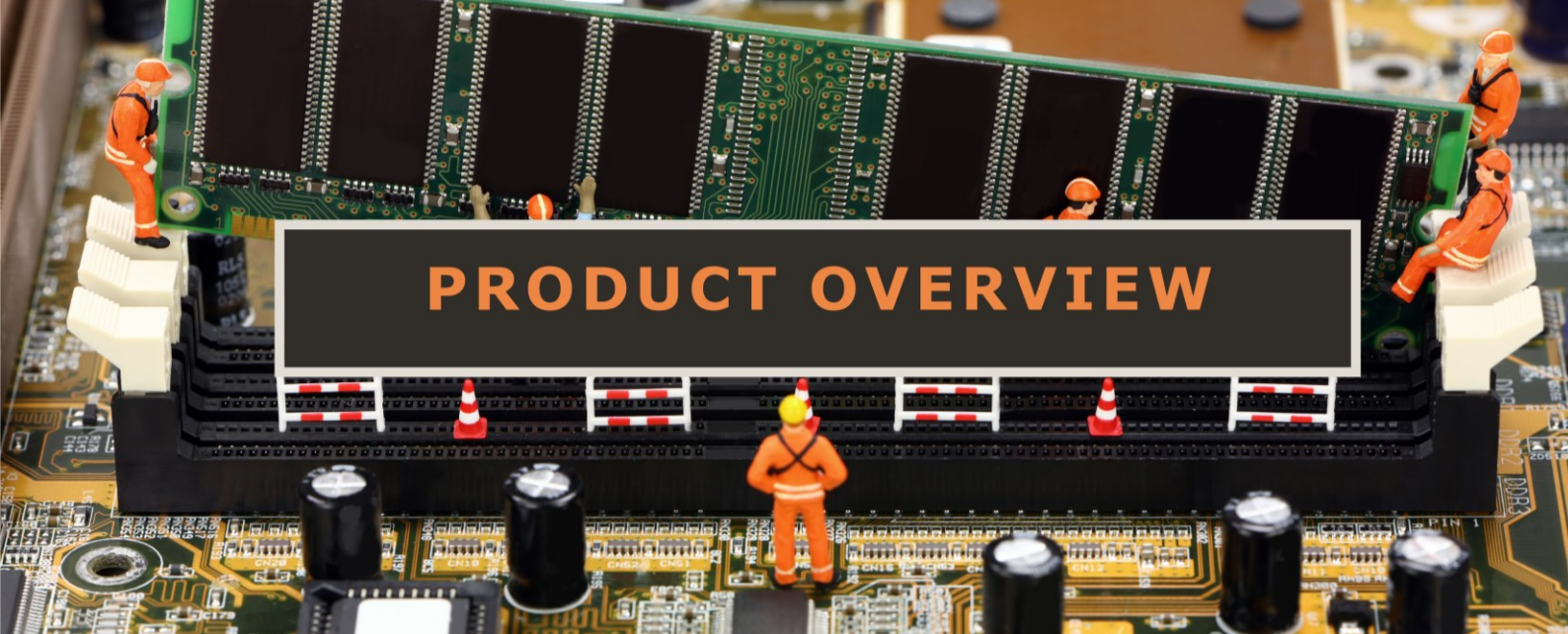




pentagull[™]

Service Definition Document G-Cloud



Our commercial waste system stands out as a user-friendly cloud software service, uniquely designed for managing trade and commercial waste customers and collections. It not only enhances efficiencies and delivers tangible savings but also significantly boosts customer satisfaction, setting it apart from other solutions in the market.

The system supports officers by allowing potential customers to schedule a visit using our customisable contact forms as an easy initial contact point.

Our system is a time-saver for officers and potential customers alike. Officers visiting prospective customers have all the necessary information at their fingertips during the initial meeting in the field. This allows potential customers to sign up on the spot, eliminating the need for duplicate work upon return to the office and making the process seamless and efficient.

With our system, digital contracts and waste transfer notes can be sent to customers during the initial meeting. Once everything is signed online, the automation begins. Requests for finance setup and delivery of their bins are made without officer intervention, freeing up valuable time for other tasks.

As soon as the new customer completes the sign-up, finance is set up, and the bins are delivered, their collections will appear automatically on the appropriate collection round and be accessible via our browser-based in-cab solution.

Each crew can log in and select their round. From here, they complete their vehicle inspection, which can be sent to your fleet management team or automatically sent to them if you use our fleet management system.

In-cab crews have several alternatives for viewing and arranging their collections and numerous options for completing jobs, including adding images to failed jobs.

Upon completion of the collection day, any failed or contaminated collections are automatically reassigned where appropriate. This is customisable to your specific workflow.

Back-office staff can monitor the progress of collections on any given day via a dashboard that gives them quick and easy access to customer details. Our system's complex business automation further supports them. It is fully customisable to individual authority requirements, ensuring it meets your unique needs.

The system can be fully integrated with finance systems for automated invoicing. Additionally, it can connect to online payments for on-demand needs such as one-off collections or charges for sack collections.

At the end of the financial year, the system has a rollover wizard to assist in year-end tasks, such as schedule rollover and reissuing contracts and waste transfer notes.

Our system offers end-to-end functionality with the flexibility and customisation authorities need from their software solutions. It's designed to adapt to your unique needs, ensuring it always meets your requirements.

ESB commercial waste has been designed and built by working alongside our local authority customers to ensure that the product always does what you need.

The system comes with the following core capabilities:

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

Key Features:

- **Customer & Contract Management:** Maintain a comprehensive CRM-style database of business clients, including site details, contract terms, waste streams, container types, collection frequencies, SLAs, and associated pricing.
- **Scheduling & Route:** Advanced scheduling tools to allow flexible offering
- **Automated Compliance & Documentation:** Digital capture and generation of **Waste Transfer Notes (WTNs)** and other regulatory documents linked to collection and disposal workflows, stored securely for audit and customer access.
- **Flexible Billing & Invoicing:** Automated invoicing based on weight, subscription, or contracted schedules, including online payment options and billing history.
- **Performance Dashboards & Analytics:** Real-time insights into collection performance, recycling rates, customer account status, and service KPIs.

Benefits:

- Improved contract lifecycle management and customer service
- Reduced manual billing and compliance overhead
- Operational visibility and performance monitoring for commercial fleets and collections

ESB Commercial waste is built on the ESB service delivery platform, which utilises the latest cloud computing technology. The platform is robust, flexible, and hosted across multiple secure UK data centres for maximum resilience. ESB enables the rapid deployment of new and templated applications and supports 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 ISO 9001 certifications.

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