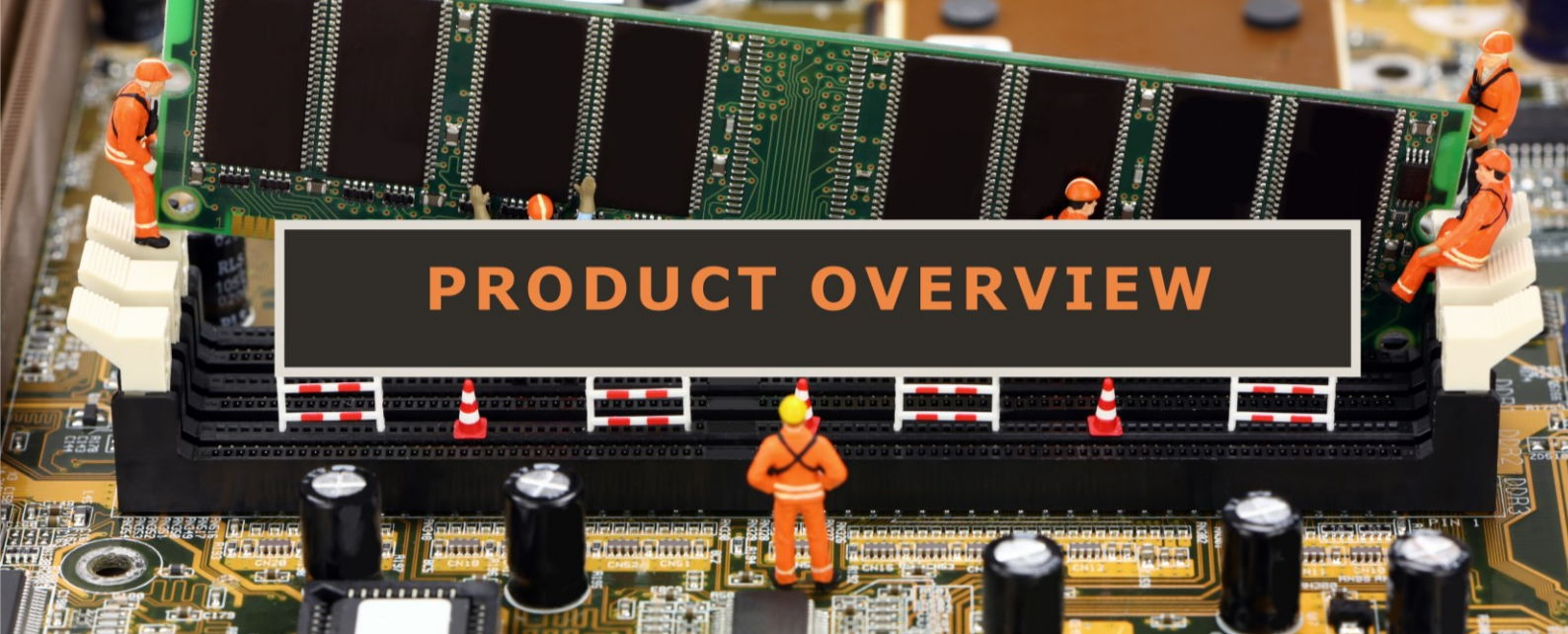




pentagull[™]

Service Definition Document G-Cloud



Introducing our cutting-edge harbour berth management software system, powered by the robust ESB (Enterprise Service Builder) platform.

ESB is our system's backbone, enabling seamless integration and efficient data management. Designed to revolutionise how local authorities manage their harbours, this comprehensive solution offers a seamless transition to online operations. It empowers authorities to efficiently oversee berth bookings, annual management, and commercial accounts with unparalleled ease and precision.

Our harbour management software system streamlines every aspect of harbour administration, offering a user-friendly interface that simplifies complex tasks. From managing berth bookings for pleasure and commercial vessels to handling annual berth assignments and commercial account billing, our platform is your all-in-one solution for modern harbour management. With our system, local authorities can feel empowered and efficient, as it provides a seamless and convenient way to manage their harbours.

The service 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

Features:

- **Online Berth Bookings:** Say goodbye to manual booking processes. Our system enables vessel owners to effortlessly reserve berths online, reducing administrative workload and ensuring smooth operations.
- **Annual Berth Management:** With our software, local authorities can efficiently allocate annual berths to vessel owners, optimising space utilisation and minimising conflicts. The intuitive interface allows for easy monitoring and adjustments as needed.
- **Commercial Account Management:** Our robust account management features simplify commercial operations.
- **Billing Integration:** Our system seamlessly integrates billing processes, automating invoicing and payment collection for commercial accounts. This ensures timely payments and reduces the risk of errors associated with manual billing methods.
- **Customisable Reporting:** Our system has robust reporting tools tailored to your needs. Analyse berth utilisation, revenue trends, and other key metrics to gain valuable insights into harbour operations. This feature allows you to make data-driven decisions and drive strategic improvements in your harbour management.
- **Flexible booking schedules** to allow sites to operate individual opening hours
- **Automated, customisable workflow** through the organisation

Benefits:

- **Scalable and Secure:** Built on the ESB platform, our software offers scalability to accommodate the evolving needs of harbours of all sizes. Plus, robust security features safeguard sensitive data, providing peace of mind for authorities and vessel owners. This emphasis on security is designed to instil a sense of trust and confidence in our audience.
- **24/7 Accessibility:** Our cloud-based system is accessible anytime, anywhere. This means that you can manage your harbour operations even when you're not in the office, ensuring flexibility and convenience for both administrators and stakeholders.

- With our Harbour Management Software System, local authorities can embrace the digital transformation of harbour management, delivering enhanced efficiency, accuracy, and customer satisfaction. Experience the future of harbour administration with our innovative solution today.

Our harbour berth booking system 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 rapid yet simple deployment of new and templated applications, 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.

Contact details:

Stuart Gilbert
Pentagull Ltd
Technology Management Centre
Faraday Way
Blackpool
Lancashire
FY2 0JW

Tel: 0845 680 7147

E-mail: stuart.gilbert@pentagull.co.uk

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