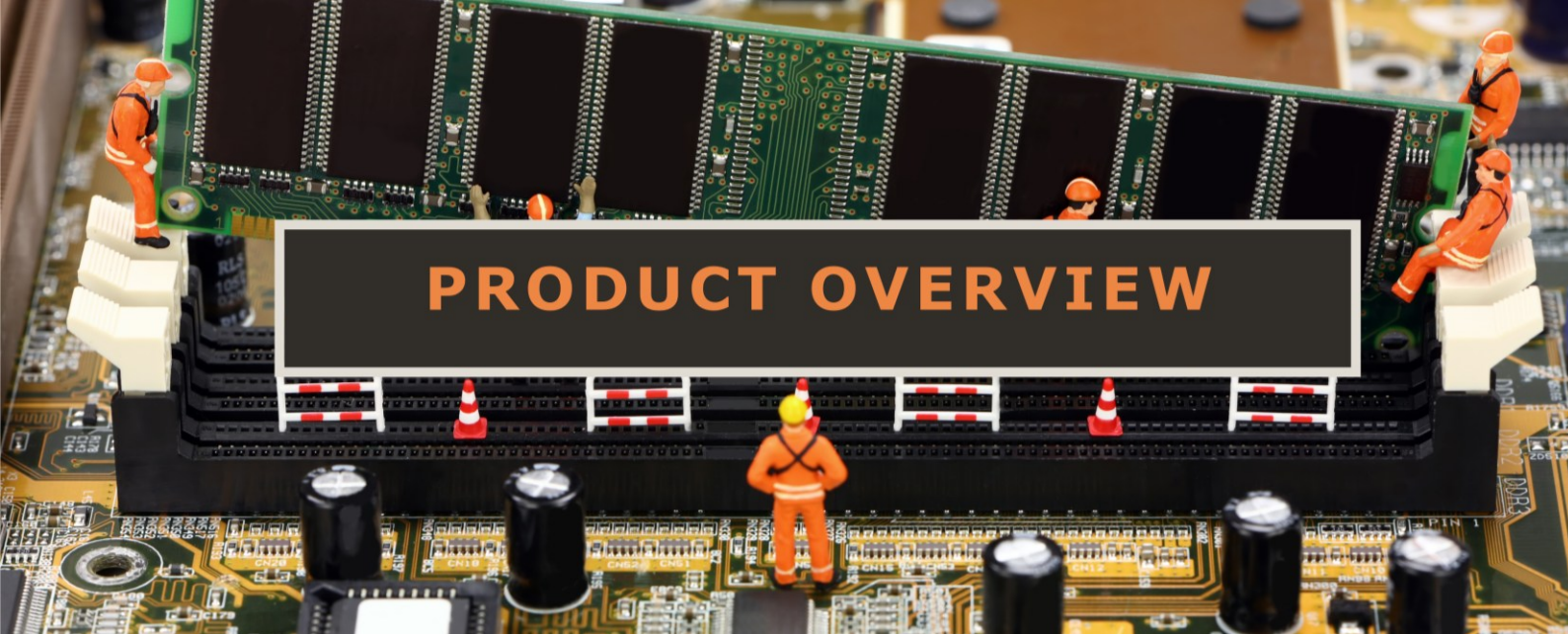




pentagull[™]

Service Definition Document G-Cloud



Our HWRC 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.

Our waste permit system features a fully customisable online application form that can be tailored to your specific requirements and branded to align with your corporate identity. The online form includes file upload capability, allowing residents to submit proof of residency or vehicle ownership if required.

The system incorporates a built-in permit checker dashboard, displaying DVLA vehicle details on screen to site staff, including make and colour. This facilitates quick identification of vehicles upon arrival, enabling site operatives to deduct visits from the permit accordingly.

In the back-office, the user friendly interface ensures officers can quickly and efficiently create and amend permits for those without web access, all within a unified ESB installation. Back-office users also have access to a plethora of reporting data on service usage, demand and trends, easily exportable for analysis.

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 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:

- Fully customisable online application form to capture essential data
- Verification of address through automatic processes
- DVLA checking of vehicle registration number to determine suitability
- Automatic notifications to customer via email and optional text messages
- Site operatives dashboard for ease of vehicle checking
- Built in reporting services with easy exporting capability
- Address lock to restrict access to residents outside of your borough
- Data management module for GDPR compliance
- Reminder emails/texts sent at predefined intervals
- The ability to use your own URL
- The ability to use your own email domain

Benefits:

- Huge savings on manual administration
- Capability to restrict visits according to predetermined limits
- Quickly react to service or council changes
- Reduction in paperwork
- Clear and usable data on service usage, demand and trends
- Provides automation of manual and time-consuming processes
- Can be tailored to your organisation
- Complete branding to match your corporate site
- Reduction in number of unauthorised vehicles
- Provides your team with a single point of management
- Full access to support with no added cost
- Effective communication with residents

Our HWRC waste 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 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