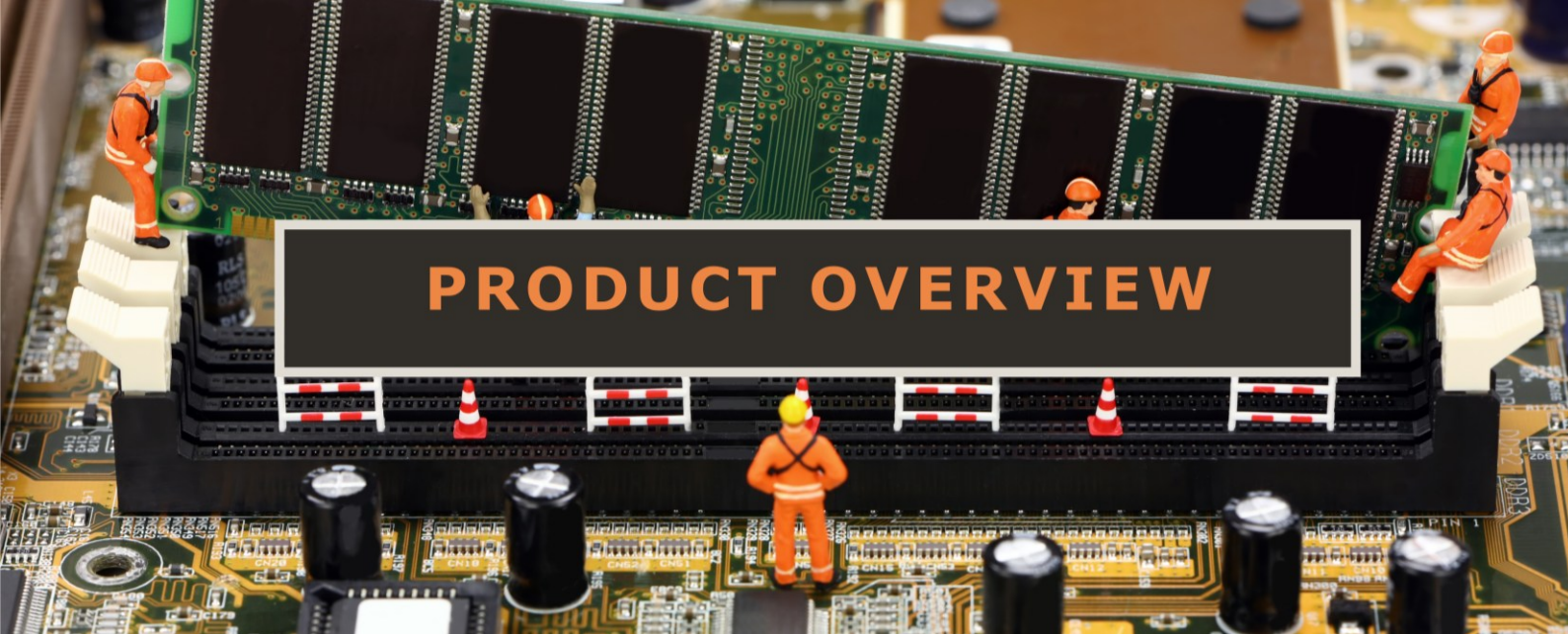




pentagull[™]

Service Definition Document G-Cloud



Our household waste recycling centre booking and permit system is a combination of our HWRC booking system and our waste permit system at a cost effective price.

Our household waste recycling centre booking system is the industry leading solution empowering organisations to effectively manage access to their HWRC sites. We are the only provider with roots in local government and our products are designed and delivered with that at the very core.

Utilised by over 200 sites by both councils and waste operators, our HWRC booking system seamlessly handles unlimited sites and bookings within your authority.

By default, you have the capability to limit bookings based on waste streams, vehicle types and site locations. Additionally, the system enables you to establish warning and block-list entries, aiding in the enforcement against users who are not authorised to use the sites.

Our HWRC booking and permit package also 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.

In the back-office, the user friendly interface ensures officers can quickly and efficiently create and amend bookings and 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.

Our optional add-ons cover a wide range of potential requirements, including point of booking charges for DIY waste and also ANPR cameras. These add-ons are transparently priced to avoid any confusion.

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:

- Online booking and cancellation in under 60 seconds
- Flexible booking schedules to allow sites to operate individual opening hours
- Variable slot numbers for scalability
- Automatic notifications to the customer via email and text* message
- Reminder emails sent at a predefined interval before the booking
- Back-office modules to manage bulk cancellations / temporary site closures and the ability to post messages onto the booking form
- Manage access to resources to allow opening hours to be amended easily and quickly
- Automated customisable workflow through the organisation
- Handling of hire vehicles and classification based differentiation
- Recording of waste streams being deposited
- Data management module for GDPR compliance
- Built in reporting services with easy export capability
- Bilingual customer-facing form for broader accessibility
- Configurable business rules providing service control and flexibility
- Online registration checker for validating bookings
- Address lock to restrict access to residents
- Block-list and warning list functionality for enhanced security

- Site check-in module with comments for efficient vehicle management
- Ward and spatial information logging for analysis and reporting
- Manage bookings, staff and resource availability in a single system
- DVLA database registration checks
- Option to integration with on-site ANPR for automated vehicle entry
- Branding to match your corporate site
- Ability to offer a defined number of days in advance for booking
- Ability to sort site selection on closest to customers address
- The ability to use your own URL
- The ability to use your own email domain
- The ability to manage DIY waste enforcing visit limits
- The ability to manage POPS and WUDS waste disposal

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

Benefits:

- Reduction in staffing costs through better allocation of demand
- Reduction in paperwork
- Provides automation of manual and time-consuming processes
- Can be tailored to your organisation
- Complete branding to match your corporate identity
- Ability to close sites 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 predetermined limit of visits
- Ability to predict site usage patterns
- Effective communication with residents

Our 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 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