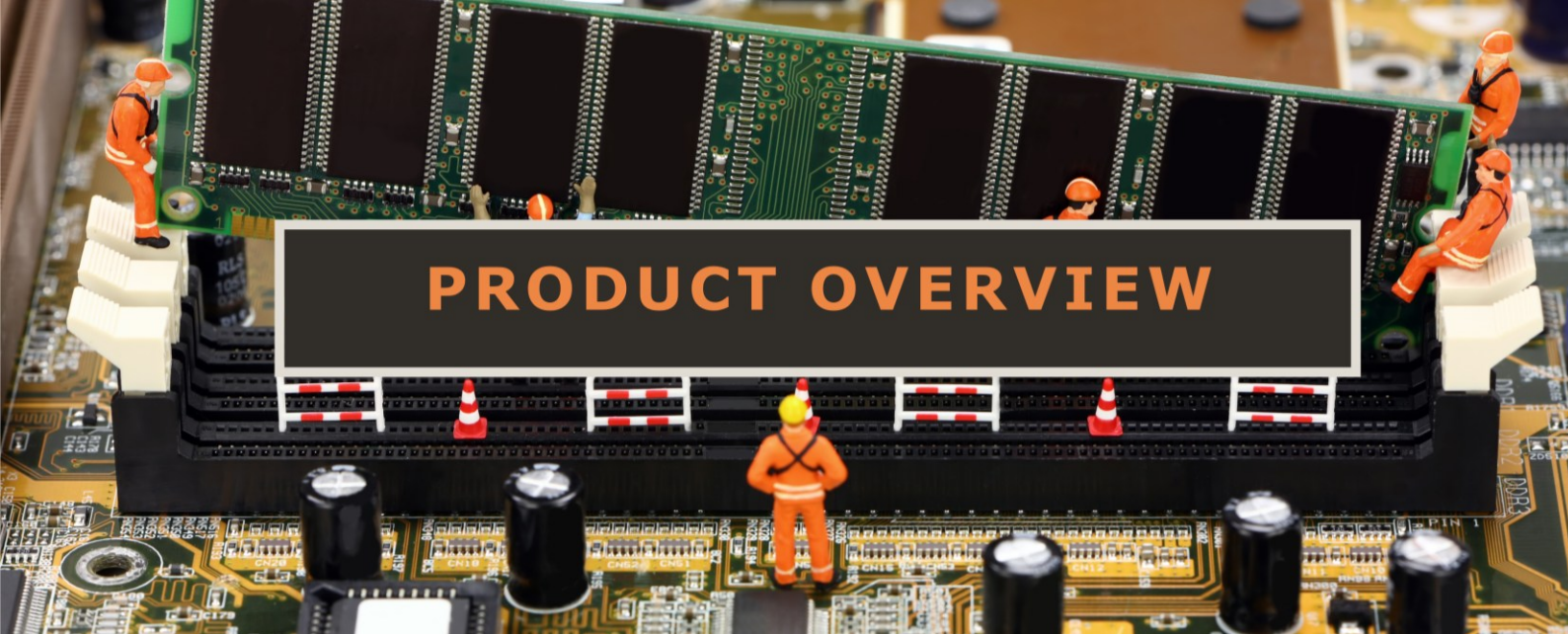




pentagull[™]

Service Definition Document G-Cloud



Our Enterprise Service Builder platform is an enterprise-class service delivery platform designed uniquely for automating services in local government to reduce costs and facilitate better service fulfilment.

Utilising the latest in cloud computing technology, this agile application service is robust and flexible and hosted across multiple secure UK data centres for maximum resilience.

Our agile application service enables the deployment of new and templated applications in a rapid yet simple way supporting agile software methods and principles.

These applications are available in standard form for direct implementation and/or localisation, which is readily achieved through straightforward configuration.

The ESB platform includes a range of facilities for development such as: workflow, mobile working, content management, mapping, business intelligence, authentication and security, self-service components and an integration hub.

ESB is an agile application service with the following key facilities:

- 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

- Full configuration by the customer without the need for in-depth programming skills
- Sustainable, flexible and future-proof.

Key features and facilities available for wider development include:

- Software-as-a-Service (SaaS)
- Utilises the latest in cloud computing technology
- Robust and flexible
- No hardware, no headaches

Workflow

- Fast, reliable and powerful workflow engine provides automation of business decisions
- Easily create and quickly modify complex business processes
- Develop a set of business rules to control every aspect of a business process from end-to-end
- Business processes easily created and/or modified using our business rule wizard

Mobile Working

- Support for the latest generation of mobile devices from industry-leading manufacturers such as Apple and Samsung
- Optional integration with GPS provides location awareness
- Full capability to work off-line in weak signal area and synchronise when re-connected
- Cloud based responsive designed system means you can use it virtually anywhere via a browser

Self-Service and Citizen Account

- A dedicated self-service portal allows customers to directly interact online across a range of services either authenticated or anonymously if preferred

- Use corporate branding to fully integrate the look and feel of the portal with other web sites
- Customers can register to create a citizen account with the portal to track the progress of items they have submitted and pre-populate service requests and applications with common fields, enter once and use many times principle
- Customers through their citizen's account can select numerous options to build their profile and access more specific information pertinent to their location and preferences

Correspondence

- Easily develop a range of correspondence documents such as letters, forms and invoices in a variety of formats including Adobe PDF
- Documents can be generated on-demand or automatically by the workflow engine
- Reduce costs by switching paper-based systems to electronic correspondence

Messaging

- Automatically generate e-mail messages to inform staff of new work, keep customers informed, or to inform managers of critical events and thresholds
- Initiate business processes in response to inbound e-mail messages, with auto-responders
- Generate SMS text messages at any point during a business process
- Utilise the in-built messaging system to quickly and efficiently communicate with groups of staff

Electronic Document Management

- Store documents electronically within a folder structure or link them directly to a business process

- Full-text searching of all documents, including Microsoft Word and Adobe PDF
- Direct integration with a range of scanning devices
- Optical character recognition (OCR) technology extracts text from scanned documents allowing them to be searched

Address Management

- Reduce address input time for your staff
- Eliminate database spelling mistakes and formatting errors
- Improve or remove poor quality address data and validate your customers' identity
- Integration with the National Land and Property Gazetteer (NLPG) and AddressBase Premium products

GIS

- Support for a range of mapping providers including Bing Maps, Google Maps and ESRI
- Ability to integrate spatial data into workflow decisions

Business Intelligence

- Custom dashboards provide key information at-a-glance using gauges and graphs
- Detailed reports can easily be written and made available to groups of users
- Integration with a range of industry-leading report-writing tools such as Crystal Reports and Microsoft Power BI

Authentication and Security

- Full integration with Active Directory for authentication and authorisation
- Support for single sign-on using SAML 2.0
- Flexible role-based architecture providing granular access control
- Comprehensive auditing facilities

- Optional two-factor authentication using either hardware or software tokens for enhanced security

Integration Hub

- External data sources module – pull data in from other sources and synchronise
- SOAP/JSON Web-Services – allows third party systems to pull/push data to and from ESB
- .NET API – this provides the deepest level of integration but requires a higher degree of product knowledge

Data Management Module

- Capability to configure granular retention policies against business processes.
- Data dictionary function to assist with subject access requests.
- Archiving capability.
- Integrates to middleware products like NDL and Microsoft BizTalk

Natural Language Processing Hub

The Pentagull NLP Hub is a cloud-based platform for voice and SMS communications.

It supports both sending and receiving SMS, as well as making and receiving voice calls with full text to speech and natural language processing (NLP) capabilities. By joining together the communication and NLP capabilities of Twilio – the industry leader in cloud communications with our ESB platform, we provide one of the most compelling solutions for quickly and cost-effectively adding voice and SMS communication channels to your organisation

SMS Communications

- It has long been possible to send SMS messages from within ESB, but Pentagull's NLP Hub lets you receive them as well.
- Let customers text your designated number to log an enquiry.

- Use natural language processing to route the enquiry to the correct process– e.g. by matching certain keywords in the message.
- Send responses back to the customer to collect additional information.
- Let the customer text you to find out the status of their enquiry.
- If a matching customer account exists, use the originating mobile phone number to link the enquiry to the customer record.
- Send outbound SMS to ask for feedback from the customer on the service they received and log the responses directly within ESB.

Voice Communications

- Customers call your designated number and then use natural language to interact with ESB.
- Retrieve information over the phone by querying ESB processes, using text-to-speech to relay it to the customer.
- Fill in forms over the phone and have them automatically submitted to ESB using your existing ESB forms and processes.
- Because our NLP hub communicates with ESB via the standard SOAP/XML API, there's nothing to install or configure within your ESB installation other than API access – which is through fully encrypted HTTPS communications.

GDPR

The ESB platform was designed with effective data management as a key objective it provides three key features to help ensure you remain GDPR compliant.

Archiving and Deletion

ESB's in-built archiving and deletion capabilities allow data to be automatically archived or deleted entirely after set periods of time. Rules can be used to archive and delete records based on specific closure reasons. Practically this means that for every eventuality you can have a different set of rules that automatically run on closure after a defined number of days that can then archive and eventually delete records for you with zero human input required after the initial set up.

Anonymising Data

Sometimes you wish to keep a record in the system but are required to anonymise certain fields. ESB provides out-of-the-box capabilities for this with no complex configuration needed. This works in the same way as archiving and deletion but instead of deleting everything it allows you to keep reports for strategic planning purposes while removing any identifying data from the record.

Data Vocabulary

Many processes capture the same set of core data – such as name and contact details. Our Data vocabulary allows you to create a common set of core fields that can be shared across every process that collects the same type of data. It is then possible to use our Data Management module to easily query that data from any process you have in ESB all in one easy to use place and retrieve the appropriate results – great for subject access requests and the “right to be forgotten”.



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