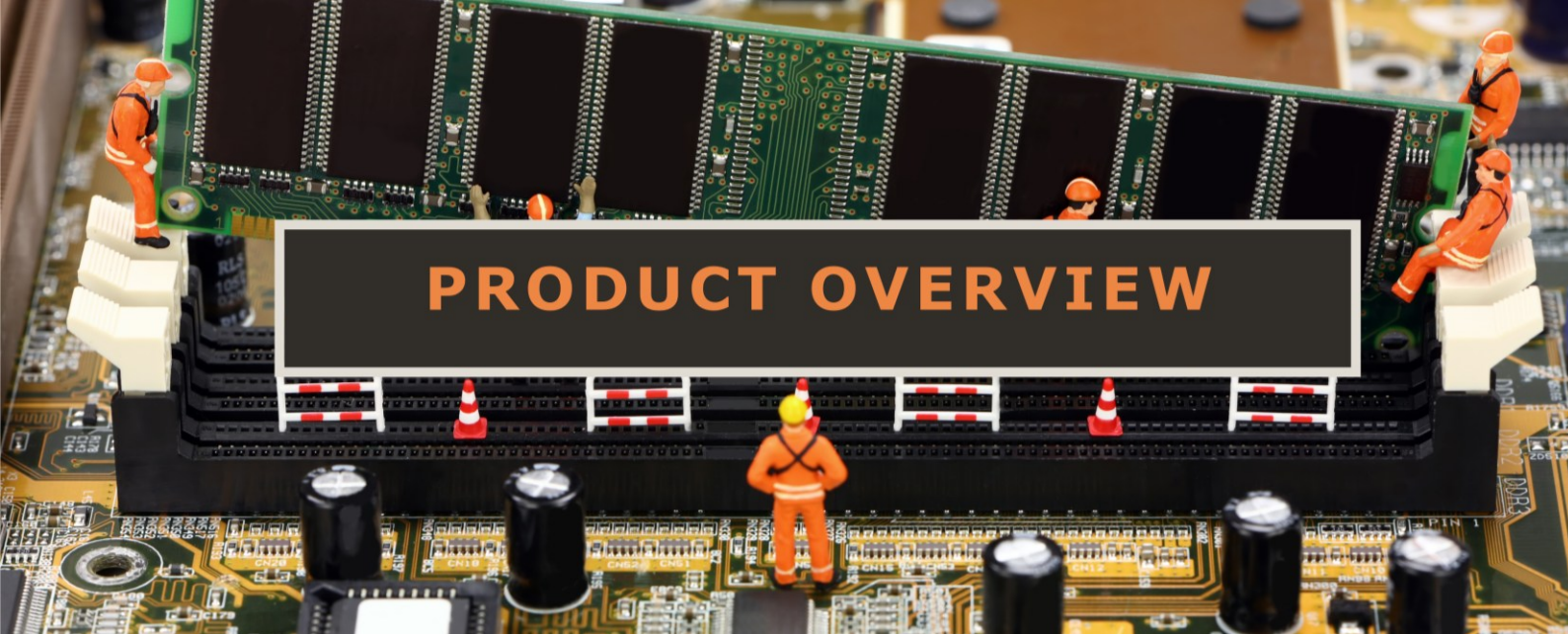




pentagull[™]

Service Definition Document G-Cloud



ESB 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.

Built upon ESB and effectively leveraging those capabilities our digital service product delivers a hosted managed service for one specific service area. There are a wide range of modules available to meet different service requirements

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

Features

- Modern business process designed to meet latest requirements in specific service areas
- Rapid deployment using powerful rules-based engine
- Fully automated end-to-end process
- Data management module for GDPR compliance
- Truly “digital by default”
- Support latest generation of mobile devices

- Integration hub makes it easy to share and access data
- Full integration with Active Directory for authentication and authorisation
- Integrates with preferred document management system and/or use built-in facility
- Support for main mapping providers for spatial referencing
- Wide range of available modules

Benefits

- Reduces costs through easy maintenance and support
- Increases efficiency by focusing on real needs
- Improves usability with easy access and intuitive feel
- Readily integrates with related systems using in-built integration hub
- Provides mobile working
- Better information flows enable efficiency and effectiveness
- Intelligent processes provide conditional interrogation and adaptive process flows
- Information is populated automatically where already held
- Information gathered from self-service processes is passed back automatically
- Secure data protection



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:

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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