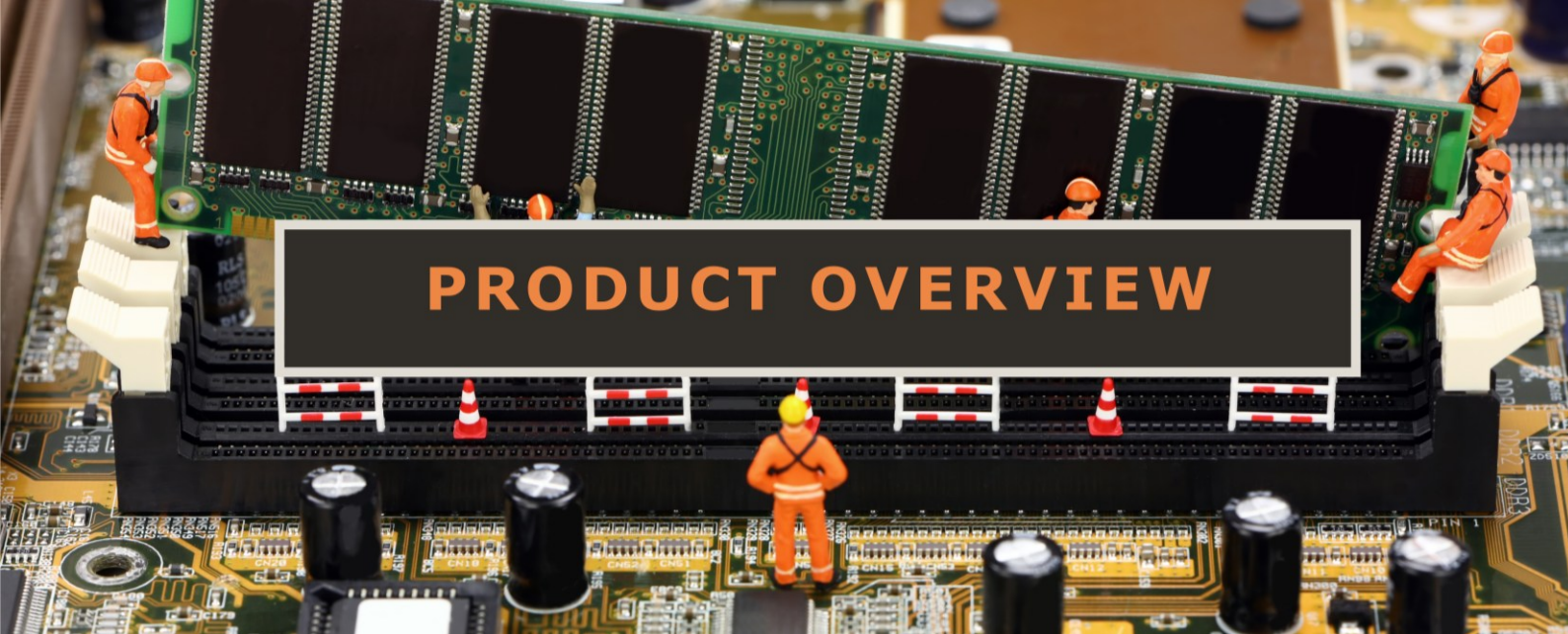




pentagull[™]

Service Definition Document G-Cloud



Our bulky waste system is a comprehensive cloud-based solution designed to streamline the management of roadside bulky waste collections. Featuring an intuitive customer-facing portal and robust back-office capabilities, including advanced oversight and detailed analytics, our platform delivers efficiency, transparency, and scalability—empowering organisations to optimise waste management operations with confidence.

The system 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:

- Multiple crew capable
- Multiple waste streams capable
- Ability to assign lifted items with a weighting to allow automated crew allocation
- Multiple rounds capable
- Ability to take payments in the process
- Ability to place restrictions on the number of lifts households can do

- Flexible booking schedules to allow different crews and streams to operate as they need to
- Manage access to resources to allow for routes to be changed and closed easily
- Automated, customisable work-flow throughout the organisation
- Data management module for GDPR compliance
- Built-in reporting services
- Data extraction to familiar MS Office application formats
- The complete in-cab solution is offered directly through a browser

Benefits:

- Reduction in administration costs
- Increased back office efficiency through robotic process automation
- Single joined-up process that flows from start to finish
- Reduction in wasted space in vehicles

Our bulky waste system is built on the ESB service delivery platform and utilises the latest cloud computing technology. The platform is robust, 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 straightforward 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