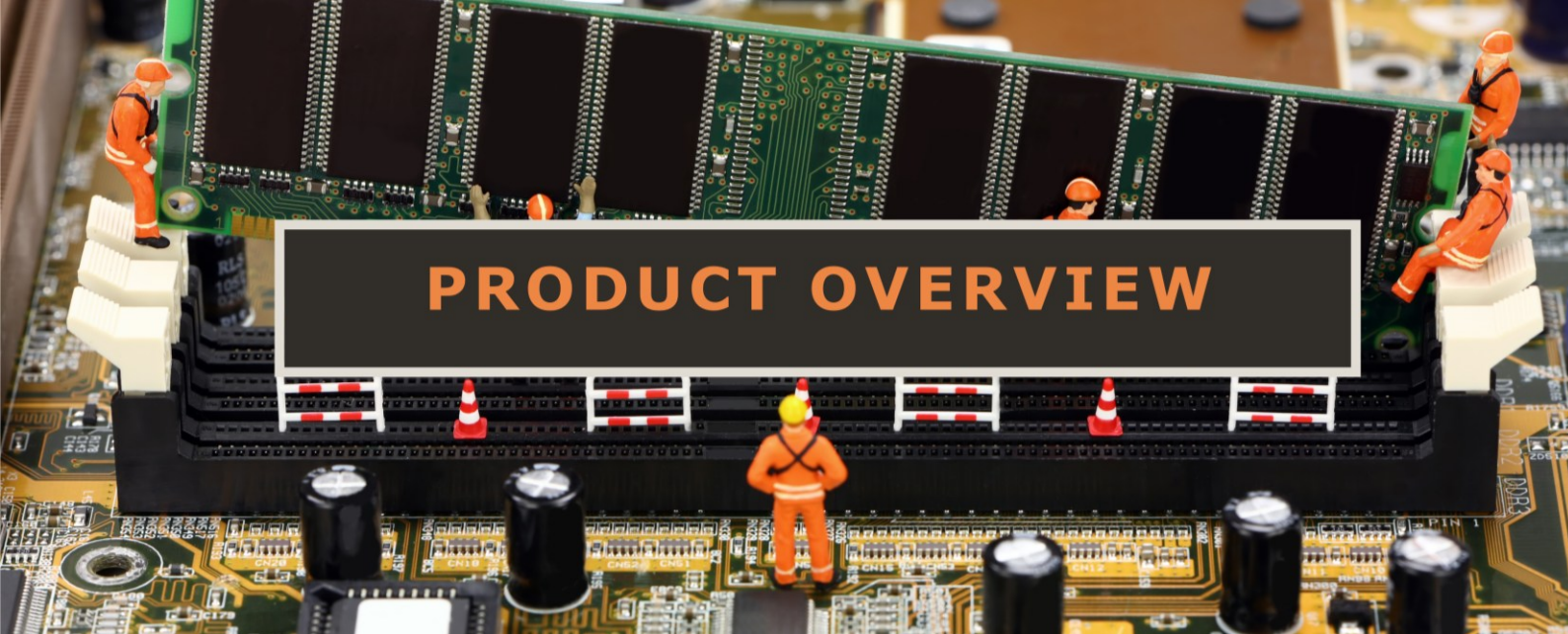




pentagull[™]

Service Definition Document G-Cloud



Our digital self-service portal is an enterprise-grade, cloud-based solution designed to deliver secure, efficient, and highly configurable online transactions.

Built on our ESB platform—engineered specifically to automate local government services—it enables cost reduction, operational efficiency, and improved service delivery. Leveraging advanced cloud technologies, the platform offers agility, resilience, and scalability, with hosting across multiple UK-based secure data centres.

The solution supports rapid deployment of responsive online forms, either custom-built or sourced from our extensive template library, ensuring organisations can adapt quickly to evolving service requirements.

Key Features:

- Build dynamic, responsive online forms that work across a wide range of modern web-enabled devices, from desktop PCs to tablets and mobile phones.
- Use corporate branding to fully integrate the look and feel of the portal with other web sites in your portfolio
- 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
- Complete managed service via the Cloud
- Rapid business deployment method that is flexible and iterative

- Customers through their citizen's account can select a number of options to build their profile and access more specific information pertinent to their location and preferences
- Designed and developed from local government and public services
- Created for frontline public services to reduce costs and improve service
- Full configuration by the customer without the need for in-depth programming skills
- Sustainable, flexible and future proof
- Data management module for GDPR compliance

Service features:

- Created for front-line services to reduce costs and improve service
- In-built forms loaded into the system for immediate use
- Designed and developed from Local Government and public services
- Rapid business deployment method that is flexible and iterative
- WCAG 2.2 accessibility compliance
- Data management module for GDPR compliance
- Ability to track service request via customer portal
- Customisable profile allows tailoring of information pertinent to location/preference
- Ability to use corporate branding for integrated look and feel
- Ability to build dynamic and responsive forms

Service benefits:

- Facilitates customer self-service
- Enables end-to-end fulfilment
- Joins up systems across organisation
- Provides mobile working
- Reduces face to face and telephone contact time
- 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
- Any service is tracked and updated to the account holder

With the self-service portal we provide some of our most popular processes.

These include:

Street Cleaning Services: • Littering • Graffiti • Syringes • Overflowing bins • Dead animals • Weeds • Fly tipping	Dog services: • Dog fouling • Lost and found dogs • Stray dogs • Dog attacks
Highway Reporting: • Potholes • Road or footpath defects • Street light and traffic light faults • Abandoned vehicle	Alley Gates: • Fault reporting • Abuse/misuse reporting • Key orders • Scheme register

Bulky Waste Collections

Green Waste Subscriptions



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