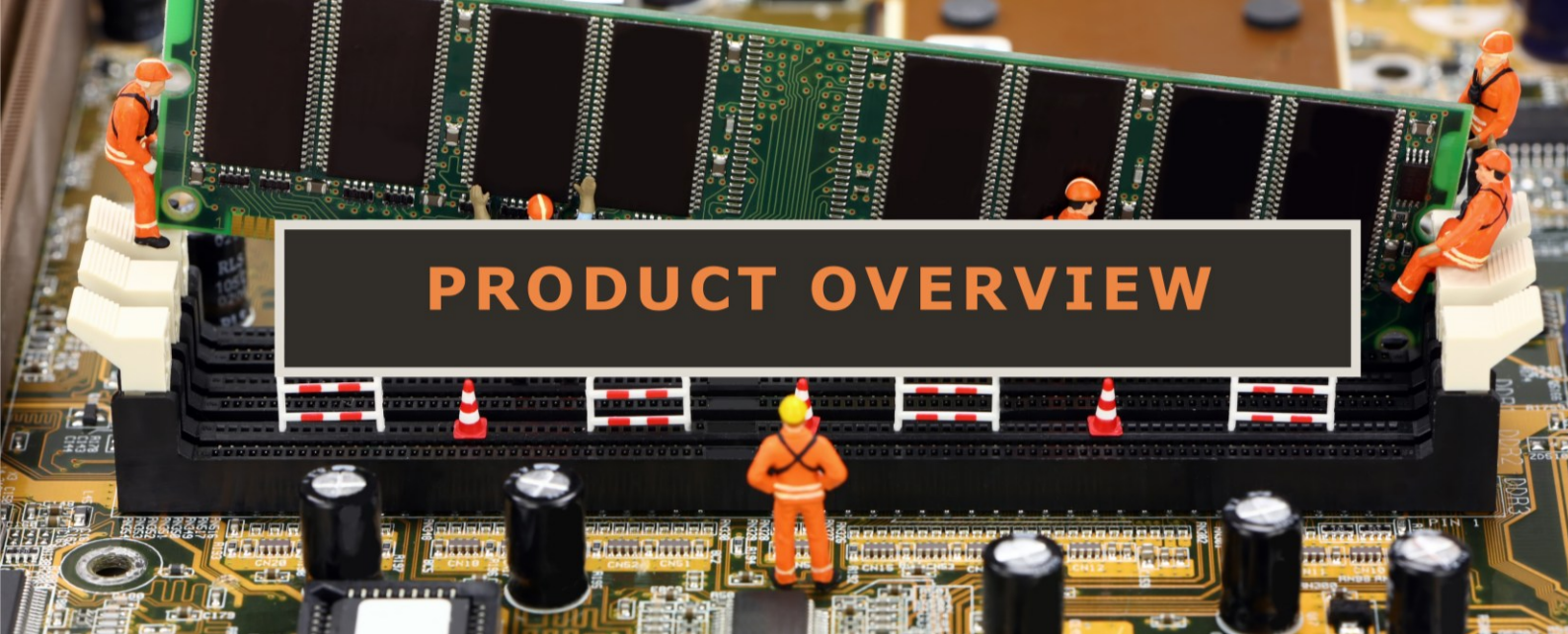




pentagull[™]

Service Definition Document G-Cloud



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 HWRC 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 sites.

In addition, you can manage POPs and DIY waste bookings seamlessly on a single form with custom quotas and charging schedules. Our HWRC system also enables you to establish warning and block-list entries, aiding in the enforcement against users who are not authorised to access the sites.

All communications to residents are managed through the system, with confirmation and reminder emails, including calendar attachments. There is also the option to add SMS confirmations through Gov.Notify.

Our web form is designed with a customer-centric approach; our self-service platform allows users to book, modify and cancel slots within 60 seconds on a fully customisable and corporate-branded form that is WCAG 2.2 AA compliant as a minimum.

In the back-office, the user friendly interface ensures officers can quickly and efficiently create and amend bookings for those without web access, all within a unified ESB installation. Back-office users also have access to a plethora of reporting data and our web-based site checking-in tool, which can be accessed on any device with a browser and internet connection.

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 service 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
- Fully customisable booking form to capture essential data
- 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
- Comprehensive resource access management for quick and easy opening hour adjustments
- Restrictions for household limits based on address or registration
- Handling of hire vehicles and classification-based differentiation
- Data management module for GDPR compliance
- Built in reporting services with easy export capability
- Bilingual customer-facing form for broader accessibility
- Online registration checker for validating bookings
- Address lock to restrict access to residents
- Block-list and warning list functionalities for enhanced security
- Site check-in module with comments for efficient vehicle management

- Ward and spatial information logging for analysis and reporting
- Option to integrate with on-site ANPR for automated vehicle entry
- DVLA database registration checks
- 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:

- Financial savings on waste tourism and commercial waste reduction
- Increase recycling rates and reduce contamination
- Reduction in staffing costs through better allocation of demand
- Ability to close sites and change opening hours easily
- Clear and use-able data on service usage, demand and trends
- ROI will typically be achieved within the first month
- Full access to support with no added cost
- Constantly evolving product based on feedback from over 200 sites
- Complete branding to match your corporate site
- Effective communication with residents

Our HWRC booking 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.

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