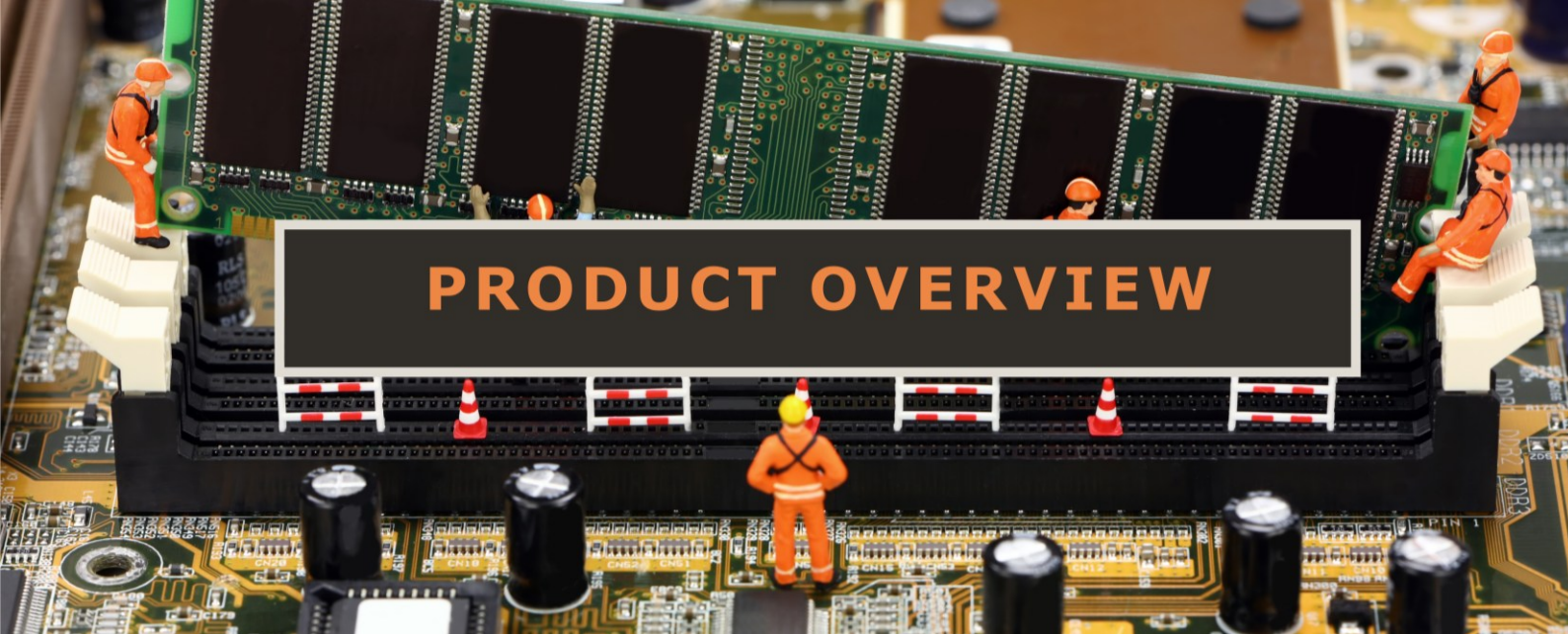




pentagull[™]

Service Definition Document G-Cloud



Our fleet management system, a cloud software service, is uniquely tailored to meet the specific needs of local authority transport managers. It's designed to address the challenges you face when managing an in-house fleet, offering a comprehensive solution that enhances efficiency and reduces operational costs.

Our fleet management system utilises the latest cloud computing technology, ensuring robustness and flexibility. It's hosted across multiple secure UK data centres, guaranteeing maximum resilience and the highest level of data security. You can be confident that your data is in safe hands.

Key Features:

- Complete Asset Management
 - Track all vehicles, plant, ride-ons, handhelds, and attachments from purchase to disposal, with full cost analysis and history
- Automated Maintenance Scheduling
 - Set up routine and reactive maintenance with auto alerts to ensure vehicles are safe, compliant, and always road-ready
- Defect & Incident Management
 - Record defects, accidents, and incidents, link them to drivers and assets, and manage workflows to resolution
- Driver Database & Compliance Tracking
 - Maintain up-to-date driver records, training, and statutory certifications with GDPR-compliant storage

- Digital Inspections & Job Cards
 - Replace paper forms with digital inspections and job cards, allowing staff to update work in real time via tablets or other devices
- Business Intelligence & Reporting
 - Custom dashboards and reports give instant insights on fleet performance, fuel usage, maintenance trends, and costs
- Seamless Integration
 - Connect with finance, fuel, insurance, and tyre systems to streamline operations and reduce duplication
- Cloud-Hosted Security & Resilience
 - UK-based data centres ensure robust uptime, data security, and disaster recovery
- Scalable & Future-Proof
 - No limit on assets, vehicles, or users—designed to grow with your fleet and organisational needs
- Role-Based Access & Single Sign-On
 - Flexible access control with Active Directory integration and optional two-factor authentication for enhanced security
- User-Friendly Alerts & Notifications
 - Automatic alerts to drivers, technicians, and managers keep maintenance on track and vehicles operational
- Sustainable & Efficient Operations
 - Track fuel usage, emissions, and maintenance trends to support environmental goals and reduce operational costs

Asset Register

- Fully customisable asset register for vehicles, plant, handhelds, ride-ons, and vehicle attachments
- Track each item from purchase through to disposal with a comprehensive cost analysis
- Attach documents, pictures or any other media to an asset.
- View the complete history of each asset, including inspections, maintenance, accidents and defects
- Add custom fields to record additional information about your fleet not covered by the standard templates

- Scheduled and reactive maintenance job cards with a library of default inspections covering chassis, body and attachments
- Define schedules and auto alerts for routine maintenance, including safety inspections, services and MOT testing
- Custom schedules allow you to schedule any event, including those specific to your circumstances
- Raise job cards for either routine or unplanned work and allocate them to roles or directly to technicians
- Staff can view their work baskets and access work allocated to them, updating job cards directly when work has been completed using a web-enabled device like a tablet as standard
- Full diary capabilities allow the exact time spent by each member of staff to be logged against job cards and allocated down to chassis, body or attachment level
- Notify service users via email when vehicles are required for maintenance and when they are ready for collection
- Automatic alerts to the transport team and service users when vehicles become overdue for critical work and must be taken off the road
- Record and manage fleet defects and advisory notices so that items can be addressed proactively

Workshop management

- Our fully digital workshop management module is included as standard at no additional cost, providing a complete end-to-end solution for both scheduled and reactive maintenance
- Technicians can receive, update and complete job cards in real time from any web-enabled device, while managers maintain full visibility of workloads, vehicle availability and workshop capacity
- Ability to manage scheduled and reactive maintenance
- Integrated diary and time-recording functionality allows labour to be accurately logged against specific chassis, bodywork or attachments, ensuring precise cost allocation and performance tracking
- Ability to add in paid external work, such as MOTs
- Highly customisable to meet your needs

- Automatic alerts and notifications help prevent critical vehicles from becoming overdue for inspection or repair, supporting compliance, safety and operational continuity across your fleet

Driver Database

- Record details of all drivers in your organisation who drive your fleet
- Upload documents, photos and other information against the driver's record for secure storage
- Keep track of training, CPC modules, tacho and other statutory data
- Data management module for GDPR compliance

Accident and Incident Database

- Record details of any accidents or incidents
- Link each entry to the appropriate vehicle and driver
- Upload any supporting documents
- Track the progress of accident reports/investigations and customise the workflow to align with your corporate policies and procedures

Business Intelligence

- Standard, out-of-the-box dashboards provide critical information at a glance using gauges and graphs. Additional customised dashboards can be produced, tailored to your specific needs. For example, you could have a dashboard that shows the fuel consumption of your fleet over time, or one that tracks the number of maintenance jobs completed each month. Detailed reports can easily be written and made available to groups of users
- Integration with industry-leading report-writing tools, such as Crystal Reports and 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

Integrations

- Leverage ESBs architecture to integrate with existing systems to make your fleet system even more powerful
- Fuel systems
- Finance
- Insurance
- Tyres

Our fleet management system is built on the ESB service delivery platform, which is a testament to its reliability and advanced features. This platform utilises the latest cloud computing technology, ensuring robust and flexible operations. Hosted across multiple secure UK data centres, it offers maximum resilience. ESB enables the rapid yet simple deployment of new and templated applications, supporting agile software methods and principles, further enhancing the system's capabilities.



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