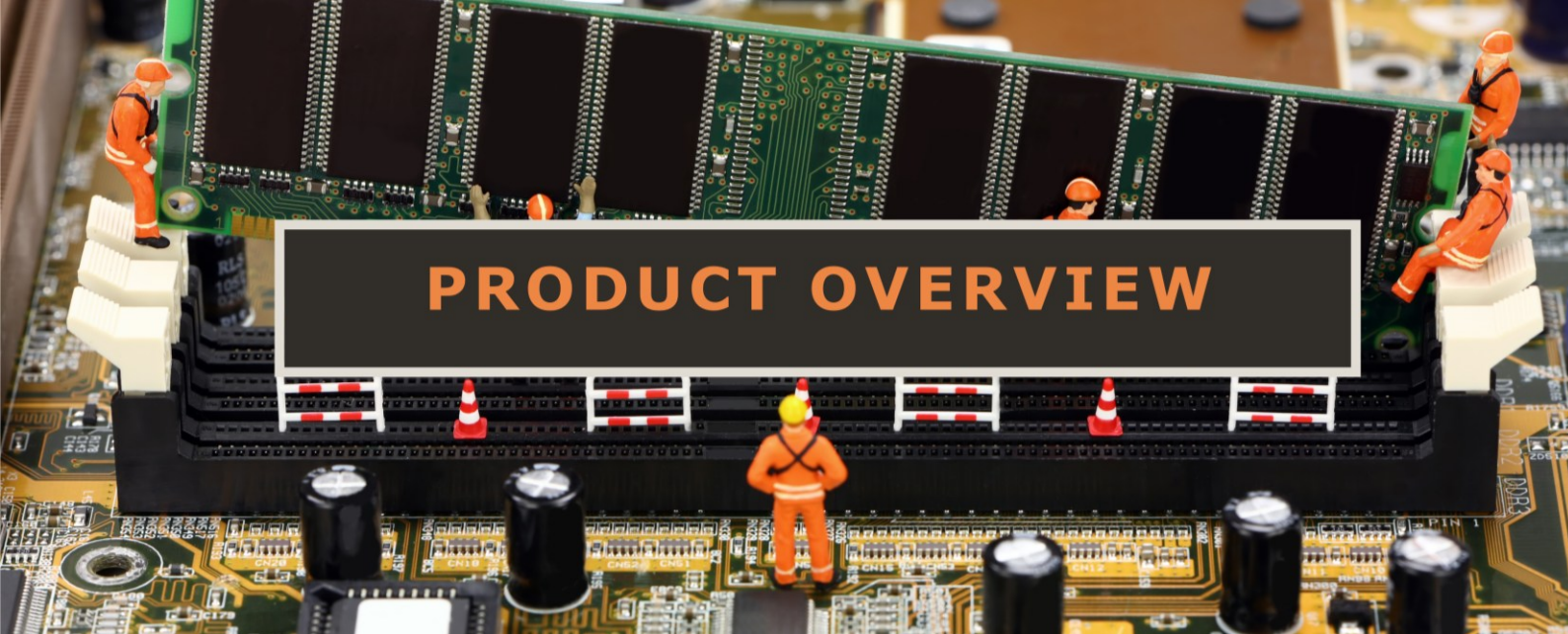




pentagull[™]

Service Definition Document G-Cloud



Our resource booking system is a cloud software service that allows your organisation to effectively manage access to a resource or a service that you provide.

With strong emphasis on customer self-service, the system streamlines the application process to keep staff involvement to a minimum at point of application. Flexible booking slots to suit a wide range of applications, tailored online application forms to suit the input requirements and built in reporting services that allow analysis and management of the data.

Current uses include harbour berth bookings, beach hut bookings, mobile home site bookings., HWRC bookings and meeting room bookings.

The system can be configured to manage any bookable resource.

The system 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 facility
- Flexible booking schedules
- Automatic notifications
- Manage access to resources
- Automated customisable workflow through the organisation
- Data management module for GDPR compliance
- Built in reporting services
- Data extraction to familiar MS Office application formats

Benefits:

- Provides a single point of management for booking requests
- Ensures relevant information is easily available at all times
- Secure data model
- Ensures business processes are followed and services managed effectively
- Facilitates consistency
- Provides automation of manual and time-consuming processes
- Can be tailored to your organisation
- Extremely flexible and sustainable
- Simplify service/resource booking process
- Reduction in costs
- Automation of time-consuming tasks
- Quickly react to service or council changes

Our resource 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.

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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