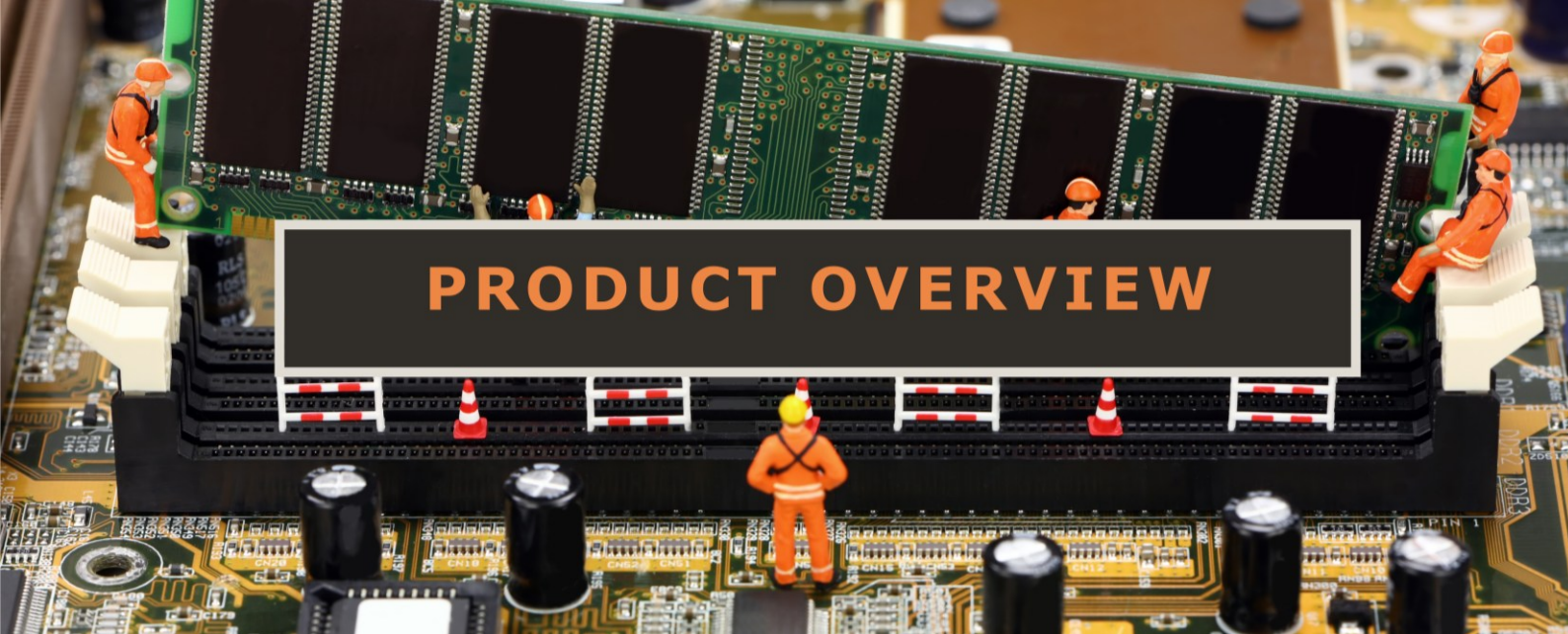




pentagull[™]

Service Definition Document G-Cloud



Our environmental protection system offers a multifaceted approach to tackle many environmental challenges, ensuring cleaner, safer, and more harmonious surroundings for all.

Our flexible and scalable system allows for the rapid deployment of multiple streams for environmental reporting by your residents.

All reported processes then have customisable business flow to your front-line workers, allowing for true end-to-end delivery of service.

The service 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:

- Complete customisable case management solution
- Street cleaning reporting and resolution
- Antisocial behaviour reporting and resolution
- Noise pollution reporting and resolution
- Neighbour dispute reporting and resolution
- Animal welfare reporting and resolution

- Street cleaning reporting and resolution
- Graffiti reporting and resolution
- Abandoned vehicle reporting and resolution

Benefits:

- ESB offers an all-encompassing solution to address diverse environmental concerns
- By harnessing the power of automation and data analytics, we optimise resource allocation and response times, enhancing operational efficiency.
- A single system to manage all aspects of your service delivery
- Fully mobile and available in the field

Our environmental protection system is built on the ESB service delivery platform, which utilises the latest cloud computing technology. The platform is robust, flexible, and hosted across multiple secure UK data centres. This ensures maximum resilience and security, giving you confidence in our system's reliability.



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