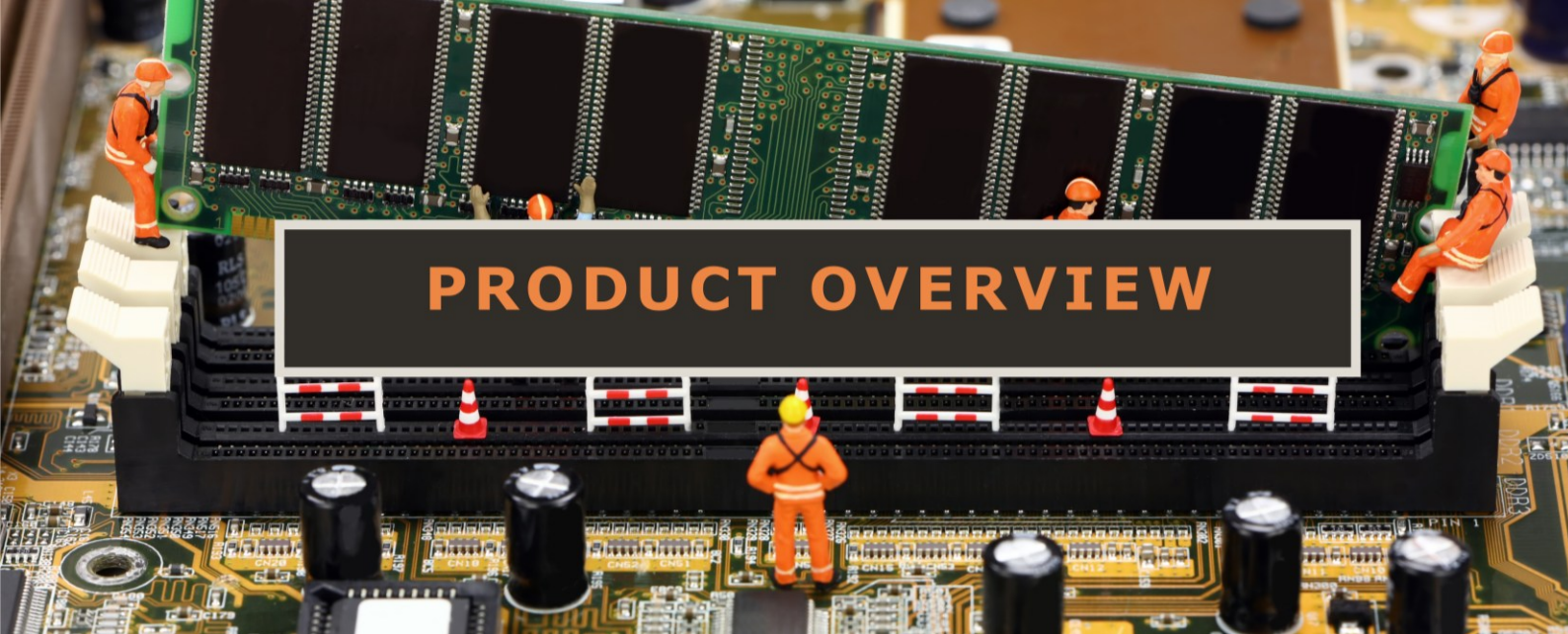




pentagull[™]

Service Definition Document G-Cloud



Our customer services CRM system is an enterprise-grade, cloud-based platform designed to seamlessly manage customer interactions across all channels, from initial contact through to service fulfilment.

Purpose-built for local government and public sector organisations, it delivers a secure, scalable, and highly configurable environment that adapts to evolving operational requirements.

The solution empowers organisations to design, implement, and optimise customer engagement strategies with efficiency, resilience, and compliance at its core.

Features:

- Fully functional customer services application developed directly with local government
- Customer contact digital platform
- Transactional digital by default web portal
- Self-service/ digital services including citizen account
- Underlying business rules engine can be readily configured to meet local needs
- Secure role-based access control mechanism
- Utilisation monitoring and management reporting
- Flexibility - configurable by the customer
- Mobility - work is moved in real time to the right person to do the work

- Accessibility - data presented to the right place in the preferred form
- GIS capable – built-in ability to spatially plot enquiries using a range of third-party GIS providers
- Integration – readily integrates with other front-line and back office systems
- Data management module for GDPR compliance

Benefits:

- Highly efficient and effective system enables substantial savings in time and operating costs
- Enables end-to-end operations that focus on customer fulfilment
- Provides real time accurate data that assists management and teams to make better decisions
- Significant savings in time taken to process transactions and cases
- A system capable of growing and changing easily to meet future needs
- Reduction in time taken to record customer information
- Enables increased visibility of customer demands placed on organisation
- Reduced software licensing costs

Our customer services 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