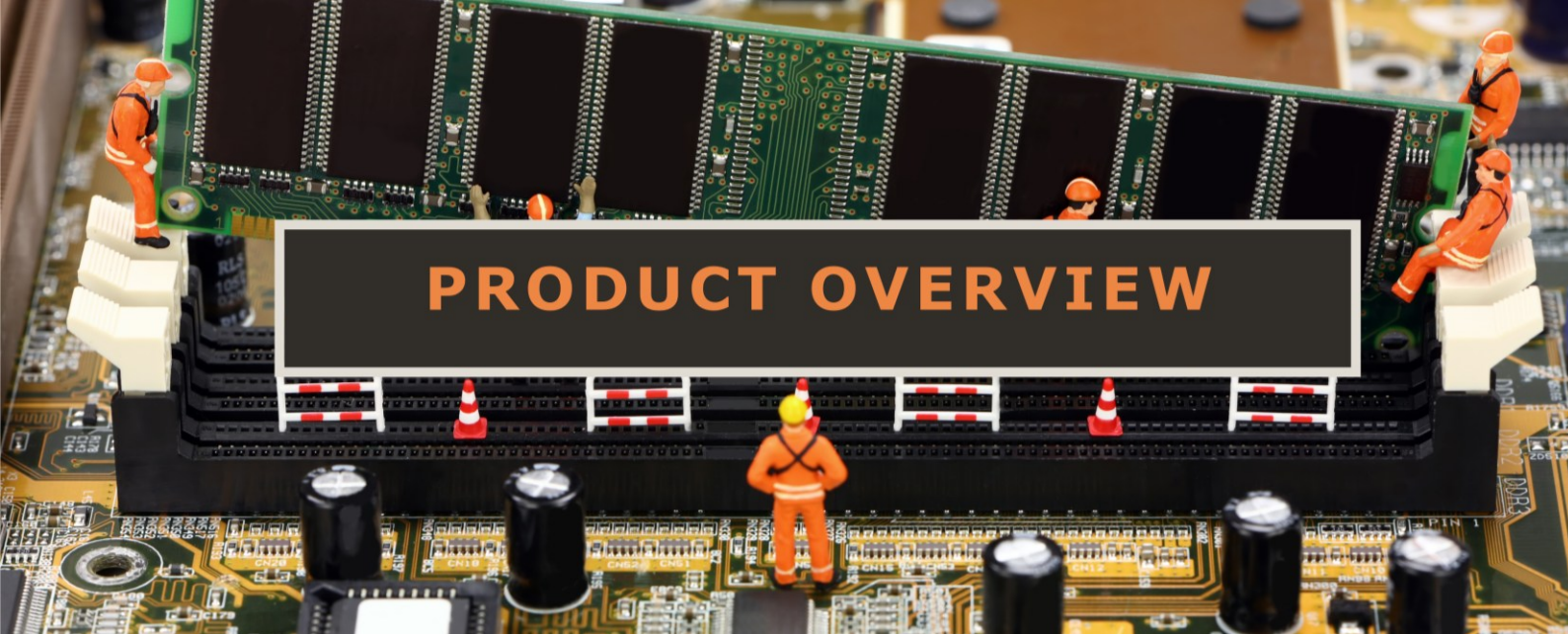




pentagull[™]

Service Definition Document G-Cloud



Our HMO licensing system provides your authority with an efficient and cost effective way to manage your licence applications online from start to finish including proposal, determination, licence issue and statutory returns.

Designed in conjunction directly with local authorities to ensure its fit for purpose and efficient. Our software will save you time and money allowing you to use it where it's needed.

It provides a comprehensive, fully online service to submit and track applications as well as continue saved applications.

It enables your customers to view historic licenses and re-download certificates for existing licences and it also provides the legislative public register for licences.

Online payments are taken through your preferred payment provider and can be taken in two parts, one for application and then a payment for the actual license. Alternatively the system can accommodate, using your internal invoicing system, raising invoices separately and then recording them in the licensing portal system.

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:

- Document management with upload capability and generation of relevant documentation
- Data management module for GDPR compliance
- Dedicated task management with full audit trail
- Staggered application process with save and resume functions
- Streamlined online licence application processes with payments and digital signature
- Intelligent case linking to increase awareness and reduce duplication
- Automated notifications for escalations, propose expiry and licence expiry
- Renewal process for existing licences
- Online public register included
- Address validation via UPRN to prevent incorrect scheme applications
- Landlord management portal to track and manage applications
- Highly automated process, automated document production and expiry notifications

Benefits:

- Efficiency gains through the automation of communication through various channels
- Integrated directly to your payment provider
- Reduce incomplete or incorrect applications
- Improves customer engagement and uptake, digitisation and channel shift
- Easy to maintain, minimises impact on IT
- Totally secure information and service provision
- Can be tailored to your organisation
- Enables end to end digital processes improving customer service
- Address validation via UPRN to prevent incorrect scheme applications
- Free up officer time to focus on prevention and enforcement
- Multi user dashboard access with workload and workflow management

Our HMO licensing 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:

Stuart Gilbert
Pentagull Ltd
Technology Management Centre
Faraday Way
Blackpool
Lancashire
FY2 0JW

Tel: 0845 680 7147

E-mail: stuart.gilbert@pentagull.co.uk

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