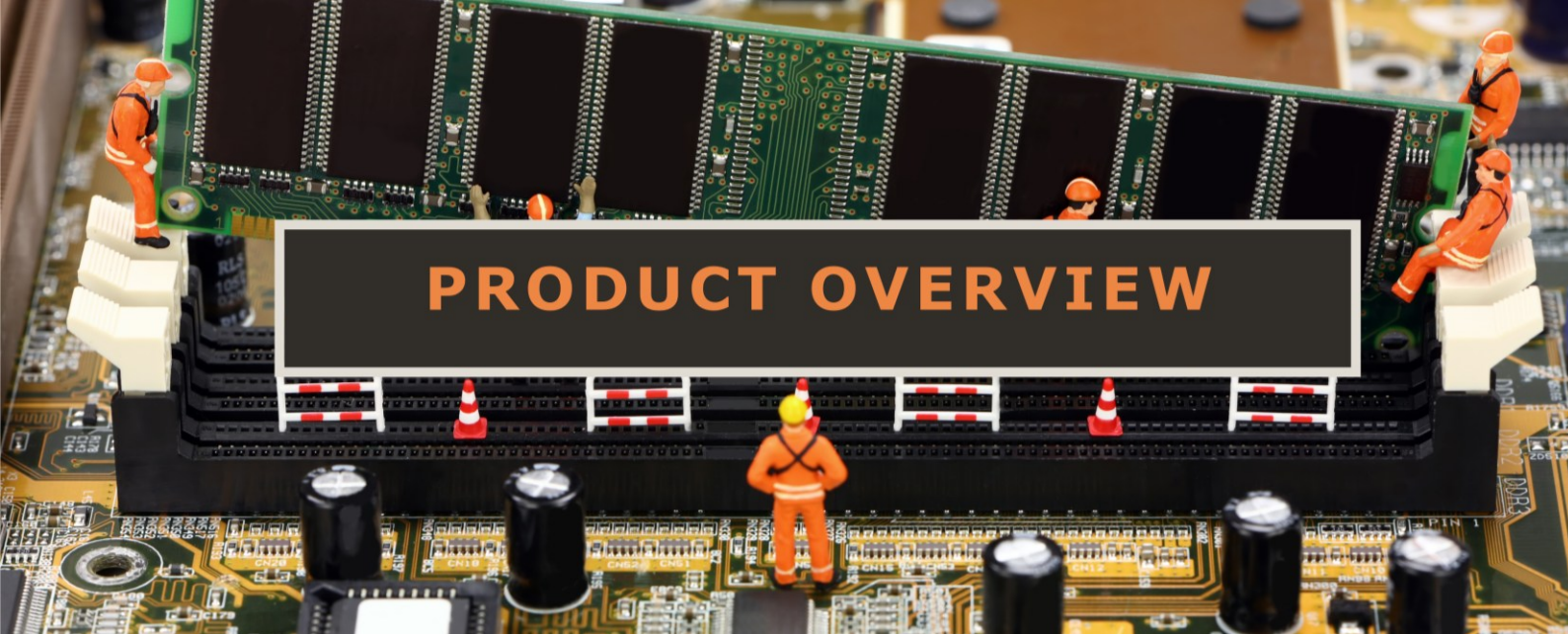




pentagull[™]

Service Definition Document G-Cloud



Our pest control booking system, a cloud software service, is designed to alleviate the burden of manual pest control management. It empowers your organisation to efficiently handle pest control bookings and visits digitally.

Our system allows authorities to offer a range of services online for members of the public to book and pay for. Service delivery can be broken down into areas by day / officer with prebuilt self-replicating schedules deployed by the system.

The system auto-generates work summaries for the officers delivering the service, and the system is fully accessible in the field, meaning it can be delivered end-to-end and fully digitally.

In the back office, we provide a comprehensive range of reports. These reports offer you real-time access to data, enabling a level of service analysis that was previously only possible with a booking system. This newfound knowledge allows you to manage your sites effectively and make informed decisions at the touch of a button.

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:

- Online booking and payment facility
- Flexible booking schedules to allow multiple work scenarios
- Automatic notifications to the customer via email
- Reminder emails are sent at a predefined interval before the booking
- Manage access to resources to enable operating hours and services to be easily amended
- Automated, customisable workflow through the organisation
- Data management module for GDPR compliance
- Built-in reporting services
- Data extraction to familiar MS Office application formats
- Configurable business rules providing service control and flexibility
- Branding to match your authority as a standard
- Revisit bookings

Benefits:

- Our system offers significant time-saving on manual administration.
- Our system empowers you to close resources and quickly change opening hours.
- With a booking system in place, closed dates and times are not offered to residents, giving you complete control over your resources.
- Ensure officers are only tasked to correct areas

Our pest control booking 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.

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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