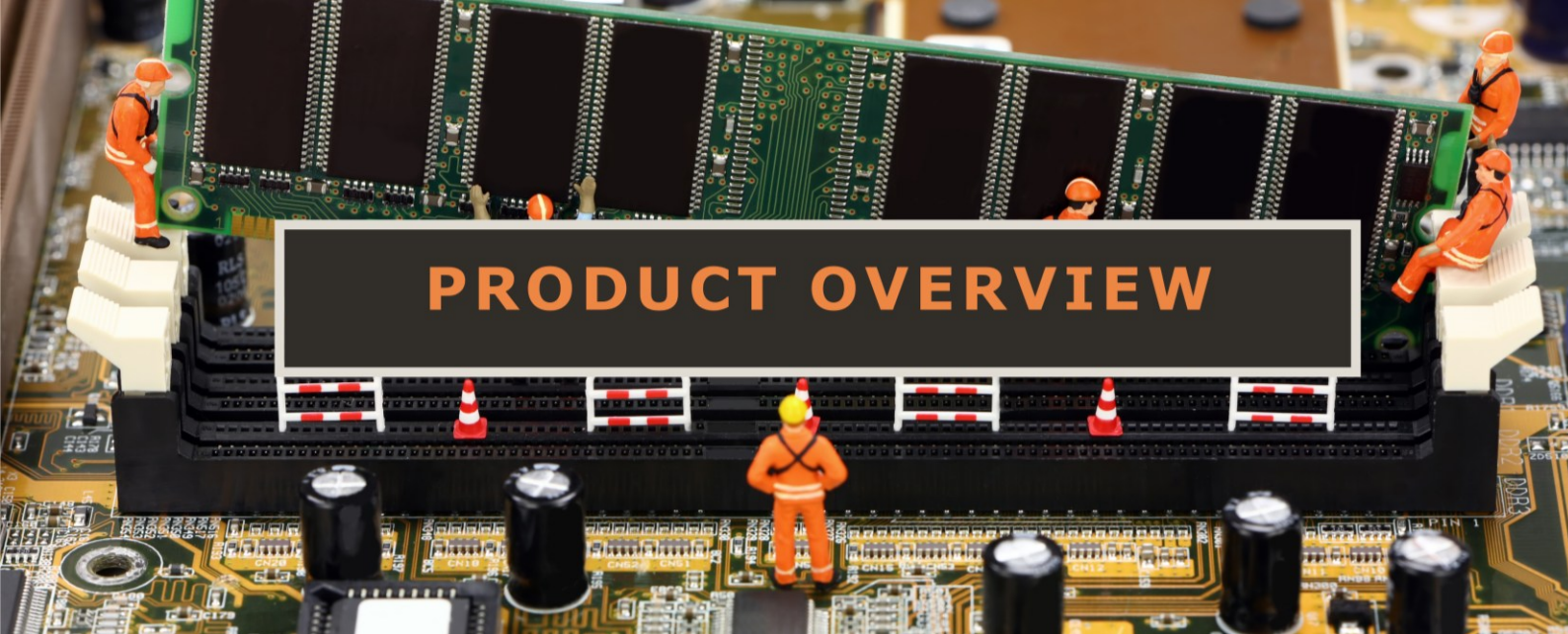




pentagull[™]

Service Definition Document G-Cloud



Our waste management package is a hassle-free solution that seamlessly combines our residential, commercial, bulky, and green waste systems into a single, user-friendly platform. Built upon our ESB Service Delivery Platform, it provides a one-stop solution for all waste management needs, simplifying operations for staff, residents, and customers alike.

Residential Waste System

Our **Residential Waste System** is a fully **UK-hosted SaaS solution** that manages the complete end-to-end delivery of domestic waste services. From citizen self-service through to intelligent round management and **in-cab technology**, it supports **all aspects of municipal waste collection**.

Key Features:

- Citizen-facing forms for **assisted collections, bin requests, sharps container requests, and waste calendars**
- **Smart missed bin reporting** linked to in-cab crews for rapid response
- **Full in-cab functionality** for crews: assisted collections, missed collections, overdue work, notes from the waste team, round swapping, bin delivery, and replacements
- **Vehicle start and end assessments** integrated into the in-cab workflow
- **Real-time back-office visibility** of rounds, property issues, and contaminated containers
- **Property dashboards** with the following collection dates, container details, and service history

- Easy-to-use **round amendment tools** for dynamic operational control
- **Messaging tools** for direct communication with crews
- **Vehicle tracking via app** to monitor crew progress
- Extensive **reporting suite** for operational insights

Operational Capabilities:

- Handles domestic, recycling, and multiple waste streams with the ability to add more as required
- Advanced **route planning**
- Automatic round generation and direct in-cab delivery
- Real-time reporting of **missed or contaminated bins**
- Full **missed collection management** with rescheduling
- Integration with finance for invoicing and online payments

Benefits:

- Real-time operational visibility for crews and back-office teams
- Reduced administrative effort and **time-saving automation**
- Enhanced citizen experience with updates and self-service tools
- Flexible, web-based, and mobile-accessible platform
- Data-driven insights to support **efficient decision-making**

Commercial Waste System

Our Commercial Waste System is a robust, cloud-based solution that streamlines *trade and commercial waste services* with advanced operational, customer, and compliance features tailored for business clients.

Key Features:

- **Customer & Contract Management:** Maintain a comprehensive CRM-style database of business clients, including site details, contract terms, waste streams, container types, collection frequencies, SLAs, and associated pricing.
- **Scheduling & Route:** Advanced scheduling tools to allow flexible offering
- **Automated Compliance & Documentation:** Digital capture and generation of **Waste Transfer Notes (WTNs)** and other regulatory documents linked to collection and disposal workflows, stored securely for audit and customer access.
- **Flexible Billing & Invoicing:** Automated invoicing based on weight, subscription, or contracted schedules, including online payment options and billing history.
- **Performance Dashboards & Analytics:** Real-time insights into collection performance, recycling rates, customer account status, and service KPIs.

Benefits:

- Improved contract lifecycle management and customer service
- Reduced manual billing and compliance overhead
- Operational visibility and performance monitoring for commercial fleets and collections

Green Waste Subscription System

Our Green Waste Subscription System is designed to *simplify the management of garden waste services, with a focus* on flexible customer engagement, online automation, and efficient service control.

Key Features:

- **Online Subscription & Renewal Portal:** Residents can **sign up and renew subscriptions** through a self-service portal, reducing call-centre workload.
- **Flexible Service Options:** Support for varied service models – seasonal, paid subscriptions, or tiered collection frequencies.
- **Ad-hoc Services & Payments:** Customers can request and pay online for **extra collections** or additional garden waste services.
- **Calendar & Reminder Integration:** Dynamic waste calendars with personalised collection schedules and automated reminders for subscribers.
- **Workflow Automation:** Streamline internal workflows with automated task assignment to crews and data integration with scheduling modules, reducing administrative touchpoints.
- **Feedback & Engagement Tools:** Residents can submit **feedback or enquiries** directly through the portal, improving engagement and service responsiveness.

Benefits:

- Reduced call centre demand through self-service features
- Enhanced subscriber experience with online access and reminders
- Seamless integration with back-office waste operations, allowing scalable seasonal planning

Bulky Waste System

Our Bulky Waste System simplifies the management of *larger or non-standard household waste collections*, integrating customer booking, flexible scheduling, and operational oversight into a single workflow.

Key Features:

- **Online Booking & Scheduling:** Residents can book bulky waste collections online and choose preferred dates, with automated assignment into crew schedules.
- **Flexible Booking Controls:** Rules such as item limits, lift quotas, or service caps help manage demand while ensuring fair access for residents.
- **Crew & Vehicle Management:** Scheduling tools to assign, reassign, or optimise bulky collection tasks across crews and vehicles, including multi-crew capability.
- **Mobile & In-Cab Functionality:** Full in-cab access supports crews with job details, contact notes, special instructions, and real-time updates, improving on-street decision-making.
- **Reporting & Analytics:** Built-in reporting tools provide insights into service performance, demand trends, and operational workload.
- **Customer Notifications:** Automated communications for booking confirmations, reminders, and status updates.

Benefits:

- Improved booking efficiency and reduced administrative handling
- Better control of bulky waste workload across crews and streams
- Enhanced customer experience with online access and communications

Shared Core Administrative Functions

Across all systems (Residential, Commercial, Green, and Bulky), core management functions are consistent and built for simplicity and performance:

- **Route Planning and customer optimisation:** You have the tools at hand to optimise your routes as you see fit.

- **Real-Time Crew Tracking & In-Cab Reporting:** Crews report statuses, issues, and exceptions in real time, enhancing visibility for back-office teams.
- **Customer Self-Service Portals:** Empower citizens and businesses with online forms for reporting, booking, enquiries, and payments.
- **Messaging & Communication Tools:** Direct messaging between operations staff and crews with contextual job information.
- **Analytics & Reporting Dashboards:** Centralised reporting across all waste streams for performance analysis and strategic planning.
- **Integration & Data Exchange:** Seamless API or data integration with CRM, finance, GIS, and existing back-office systems to eliminate data silos.

More information on the individual products is available in their respective listings.

All the products in this waste management package are 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, ensuring uninterrupted service even in the face of unforeseen circumstances. ESB enables the rapid deployment of new and templated applications, yet it is straightforward, 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