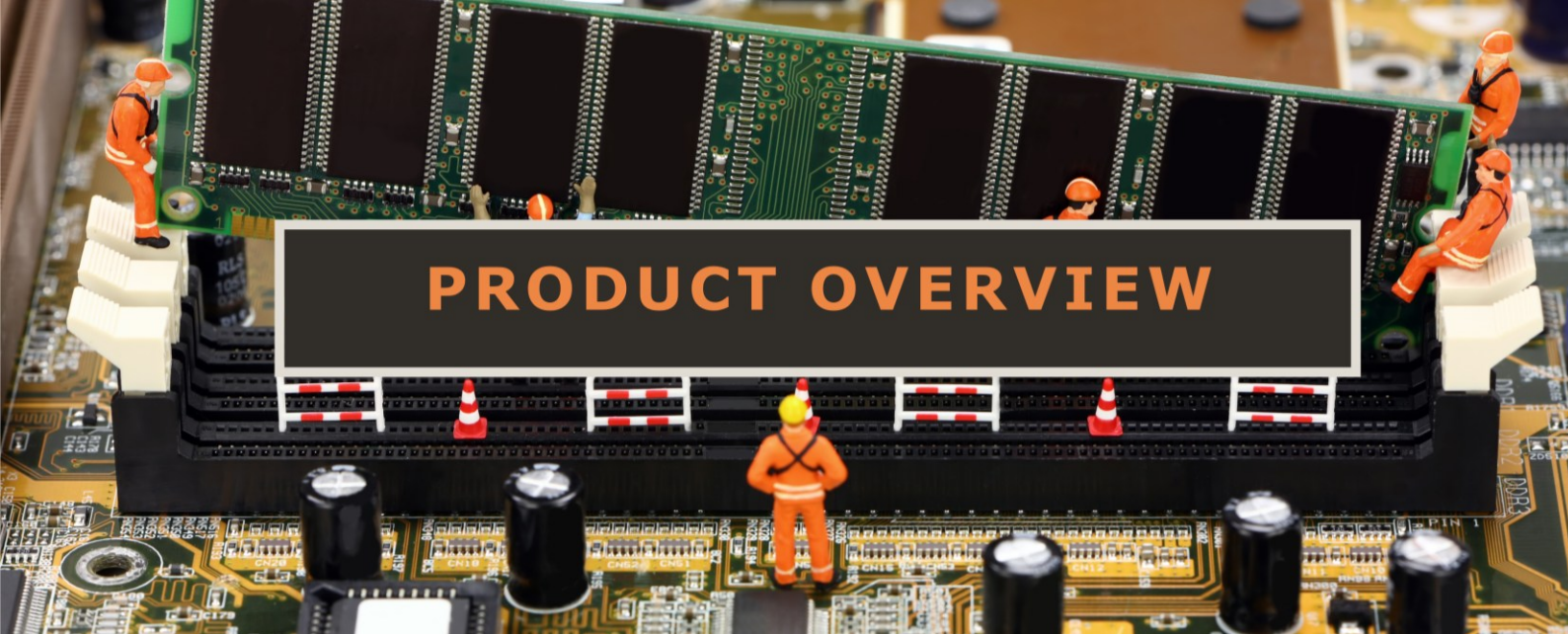




pentagull[™]

Service Definition Document G-Cloud



Our user-friendly green waste subscription system, a cloud software service, is meticulously designed to meet all the requirements for managing green waste subscriptions.

By placing a strong emphasis on customer self-service from the beginning, the system streamlines the renewal/enrolment process, empowering users to effortlessly manage their subscriptions. This approach also minimises staff involvement at the point of application. Furthermore, if required, we offer various integrations to back-office waste services systems.

Users can quickly sign up for a garden waste service using the online portal tailored to their authority's look. The system will then verify the user's address to ensure they can access the service and apply any applicable discounts, such as council tax benefits, should you wish to provide that data.

Immediately after payment is made, the system will arrange for a bin or sticker to be delivered to the customer. Once the sticker or bin is delivered, the system will initiate the subscription and schedule collections for the customer.

Collection can be sent to a third-party collection software service, or use our in-cab system to manage your collections. Initial rounds and routing will be imported from your existing services and amended per your requirements in our route management model.

The system comes with the following core capabilities:

- Complete managed service via the Cloud with full mobile capability
- Designed and developed with 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:

- Missed bin form
- Bin replacement form
- Can integrate with Gov notify docs for residents without computer access
- Referral scheme to drive growth
- Automated, customisable workflow through the organisation
- Integration to back office waste systems
- Comprehensive reporting and analysis of interactions
- Self-service application process

Benefits:

- Provides a single point of management for green waste subscriptions
- Ensures relevant information is readily available at all times
- Secure data model
- Ensures business processes are followed
- Ensures services are managed effectively
- Facilitates consistency
- Provides automation of manual and time-consuming processes
- Can be tailored to your organisation
- Extremely flexible and sustainable
- Powerful reporting tools
- Enables mobile and agile working

Our green waste subscription system is built on the ESB service delivery platform, which is a testament to its reliability and advanced features. This platform utilises the latest cloud computing technology, ensuring robust and flexible operations. Hosted across multiple secure UK data centres, it offers maximum resilience. ESB enables the rapid yet simple deployment of new and templated applications, supporting agile software methods and principles, further enhancing the system's capabilities.



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