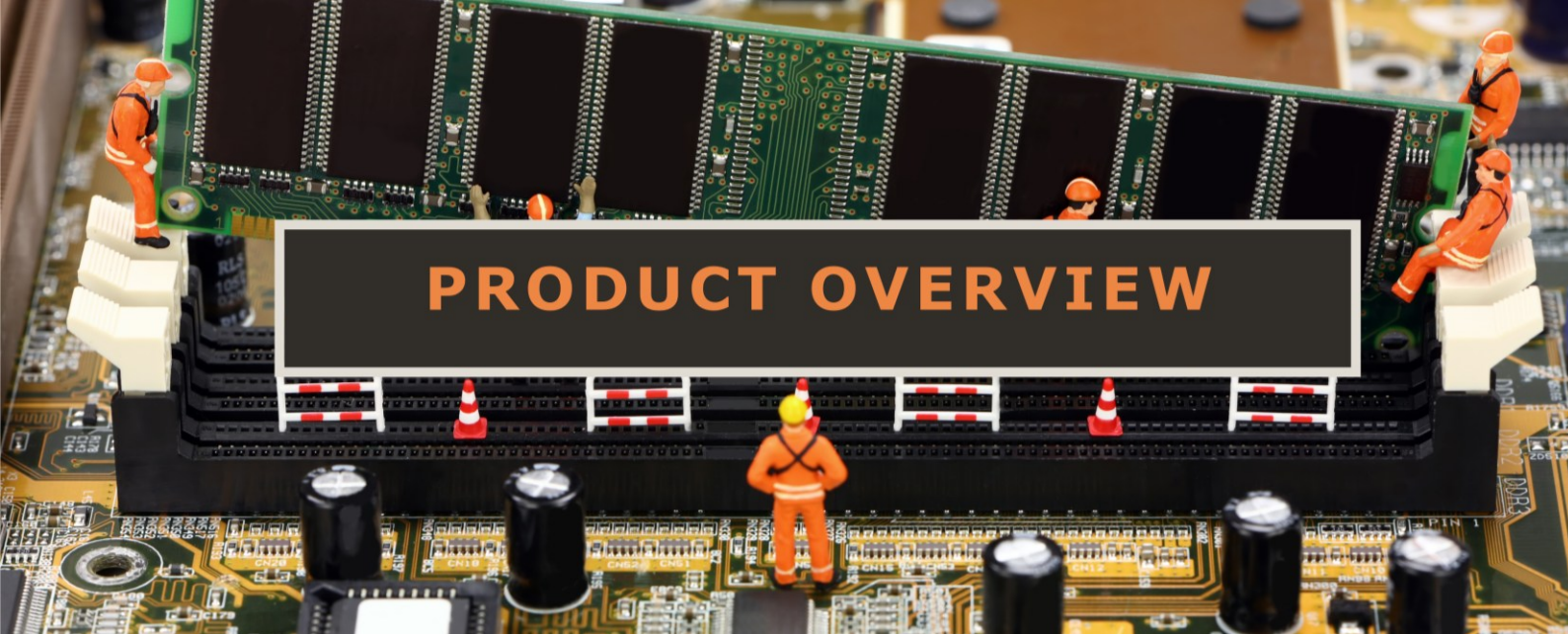




pentagull[™]

Service Definition Document G-Cloud



Our Residential Waste System is a fully UK-hosted SaaS solution for managing the end-to-end delivery of domestic waste services. From citizen self-service portals to advanced round management and in-cab technology, it covers every aspect of municipal waste collection.

Developed in partnership with local authorities, the system is designed to be efficient, practical, and easy to use, saving time, reducing costs, and allowing councils to focus resources where they are most needed.

The system comes with the following core capabilities:

Citizen-Facing Services:

- Online forms for **assisted collections, bin requests, sharps container requests, and waste calendar access**
- **Smart missed bin reporting**, automatically linking reports to rounds and crews
- Real-time updates to citizens on collection progress and reschedules

Crew-Facing In-Cab App:

- Full visibility of **assisted collections, missed collections, overdue tasks, and notes from the waste team**

- **Round swapping** to help crews cover for each other when behind schedule
- Management of **bin deliveries and replacements** directly via the in-cab device
- **Online vehicle start and end assessments** for safety and compliance reporting

Back-Office and Management Tools:

- Access to **real-time crew data**, including round progress, property issues, and contaminated containers
- **Property information dashboards** showing the following collection dates, containers, and property history at a glance
- **Easy-to-use round amendment tools** for dynamic operational control
- **Messaging tools** to communicate directly with crews in the field
- **Vehicle status tracking** to monitor fleet and crew activity
- Extensive **reporting suite** providing actionable insights on operations, service delivery, and compliance

Core Waste Management Features:

- Comprehensive handling of **domestic waste and recycling collections**
- **Route planning** for efficiency and reduced fuel usage
- **Automatic generation of rounds** sent directly to crews in-cab
- Real-time crew reporting of **non-presented or contaminated bins**
- **Missed collection management**, including automated rescheduling

Benefits

- **Real-time operational visibility**, both on the move and in the back office

- **Streamlined workflows** combining standard rounds with ad-hoc tasks
- **Reduced administrative effort**, freeing staff for higher-value activities
- **Enhanced citizen experience**, with timely updates and transparent service reporting
- **Modern, web-based and mobile-accessible platform**
- **Data-driven decision making**, supported by comprehensive reporting and analytics
- **Agile, flexible system** allowing rapid adjustments to rounds, routes, or services

Our residential waste system is built on the ESB service delivery platform, which 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 rapid, simple deployment of new and templated applications, supporting agile software methods and principles.



ABOUT US

Pentagull is a team of former local government IT professionals, providing 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 who are passionate and committed to making 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-based, low-code/no-code platform we built that enables actual 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, offering the sophisticated functionality a modern public sector organisation requires.

It delivers everything from customer self-service and flexible back-office capabilities to mobile work, all on one platform explicitly 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 by 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 on 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 robust core product that offers years of experience and development 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 processes and systems, both large and small. Here are just a handful.

Click [here](#) for more information or visit www.pentagull.co.uk/products

Case studies

Click [here](#) for more details 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