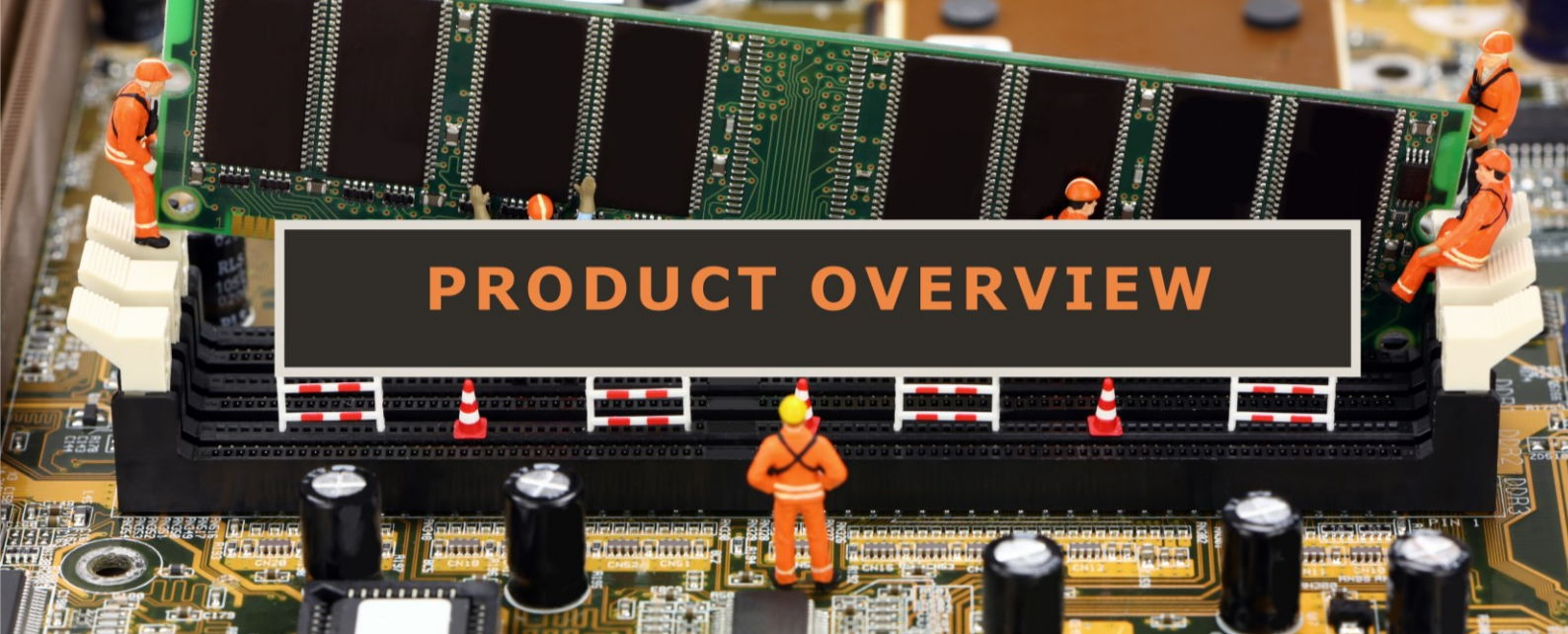




pentagull[™]

Service Definition Document G-Cloud



Our anti-social behaviour management system is a robust, cloud-based solution designed to deliver end-to-end support for the handling of ASB cases.

The platform enables organisations to efficiently manage complaints, reports, investigations, enforcement actions, prosecutions, and risk assessments within a secure and scalable environment. By streamlining workflows and providing comprehensive oversight, it ensures compliance, operational efficiency, and improved service delivery.

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:

- Case management functionality
- Automated customisable workflow through the organisation
- Data management module for GDPR compliance
- Mobile client capability

- Provides single integrated view of case
- Real time notifications
- Provides facility for multi-agency working
- Ability to manage community protection notices
- Integration to payment systems
- Comprehensive reporting and analysis of interactions
- Ability to record protected groups / party characteristics
- Ability to record risk assessments
- Feedback mechanism built-in

Benefits:

- Provides a single point of management for ASB casework
- Ensures relevant information is easily available at all times
- Can be tailored to your organisation
- Ensures business processes are followed and services managed effectively
- Provides automation of manual and time-consuming processes

Our anti-social behaviour 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.

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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