# A secure, reliable, high performance, hosted library management solution

**Oliver** V5

## Softlink Education

## Cloud Hosting

## Why worry about the management of your library management system when we can do that for you?

Softlink has been delivering a safe, secure and reliable cloud solution for over 10 years. Data is protected with ISO security standards. System reliability is ensured with 99.5% availability delivered through our secure, high speed data centres. Your system is managed by our highly skilled technical team which means that you, or your team don't have to carry out daily backups, run updates, or monitor your library system, we do it all for you.

## Key Features of the Oliver Hosting Service

- Data centres located in your region
- Secure data protection - compliance with ISO27001 standard and ISO27018 for cloud privacy
- General Data Protection Regulation (GDPR) (EU) 2016/679 compliance in EU Region
- Data centres have Information Security Registered Assessor Program (IRAP) compliance
- Automatic updates to your Oliver system
- Proactive management and monitoring of your Oliver system by our technical team

- Daily backups completed for you
- Dedicated technical support with Service Level Agreements
- Reliable, high speed datacentres with redundancy
- Faster support with Softlink's instant access to your system
- Patching is managed for you
- Hardware and operating system tuned for compatibility and high performance
- Advanced security features including monitored endpoint protection, firewalls, and vulnerability scanning
- Meets the minimum required ST4S standards

## Softlink
softlinkint.com/edu

# Benefits of the Oliver Hosting Service

## Enhanced availability

Hosting your Oliver system in the Softlink data centre means you benefit from assured 99.5% reliability and optimised performance of your system.

## Specialist knowledge

With the Oliver hosting service you benefit from Softlink's experienced technical engineers, reducing the reliance on your internal IT team. This also frees up IT teams to focus on IT strategy.

## Worry free

We do everything for you, so you don't have to. Our technical team manage and monitor your Oliver system including security, backups, additional server space, system upgrades and prevention of system downtime, ensuring your access to Oliver is reliable.

## Save time

Remove the daily tasks of backups, security, and patching with Softlink hosting taking care of this.

## Save money

Hosting your Oliver system means you reduce the expenditure on purchasing and maintaining servers as Oliver is hosted in the Softlink data centre, helping you gain a better return on investment in library management.

## Flexibility

If you decide to customise your Oliver system or choose additional modules for increased functionality, our hosting service allows you to easily achieve this with flexible disk space.

# What do Cloud Hosting Services include?

We'll take care of the following with your cloud hosting services:

- ✓ Servers that meet or exceed specifications for your Softlink solution
- ✓ Server maintenance and repair
- ✓ Server housing, power, cooling
- ✓ Server network connection, firewall and server network OS and OS updates.  Valid OS licence.
- ✓ Endpoint security and monitoring
- ✓ MS SQL and MS SQL updates.  Valid MS SQL licence.
- ✓ DB management and configuration and index maintenance
- ✓ Application server install, and application server management

- ✓ Patches and upgrades
- ✓ Server capacity planning and management
- ✓ Softlink will provide a friendly URL to access your library
- ✓ Regular backups
- ✓ Disaster recovery
- ✓ Application monitoring
- ✓ Server monitoring
- ✓ Migration to new servers as needed

'The beauty of having a hosted site is that Softlink are very quick to get things up and running should I ever encounter a problem.'

Rose Purchase, Librarian, Murrays Bay Intermediate School



# Softlink
## softlinkint.com/edu