

Softlink
offers
quality
support
and service
you can
count on



Hear it from Oliver v5 users...

I have been most impressed with the people at Softlink and their willingness to help and support us through the changeover and now in the early stages of using Oliver v5.

Rob Childs, College Librarian
Trinity Anglican College, AU

Support is fantastic and so efficient. The webinars are great because the instructors are excellent at getting the information across and the team can keep up to date without leaving the school.

Anne Stokes, Manager Learning Resources
St John's College Marlborough, UK

READ CASE STUDY

softlinkint.com/case-study/st-johns-school-marlborough

Softlink Support services are fabulous. Their communications are timely, with prompt and helpful responses, and their culture is one of continual improvement.

Lynn Revai, Head of Library
Oakhill College, AU

I think the training videos and the manuals that can be downloaded or viewed from the helpdesk or from the pages by clicking on the question mark are great.

Jenny Ruthenberg, Teacher Aide
Claremont Special School, AU

I put a lot of emphasis on customer service, and the promptness of replies right through the transition period was fabulous.

Georgi de Stigter, Teacher Librarian
Hobsonville Point Schools, NZ

READ CASE STUDY

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My initial training session was very useful and I have been making great use of the training videos and the help button. There haven't been any major problems and the few first week learning hiccups were managed beautifully by the help desk. We couldn't be happier at Apollo Parkways.

Angela Brajkovic, Library Technician
Apollo Parkways Primary School, AU

Thank you Susan, Rhonda and all at Softlink for your great product and ongoing support.

Karen Holdup & Paula Knapman, Librarians
Trinity School Teignmout, UK

Support is great, response time is fast. I love Oliver!

Sarah Masters, Curriculum Librarian
Thomas Deacon Academy, UK

READ CASE STUDY

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The installation by Softlink was seamless and data conversion very straight forward, the support engineer dedicated to our school was also fantastic throughout the project – on hand to answer any questions I had quickly.

Adam Niblett, IT Director
Uppingham School, UK

What I really like about Softlink is that I can talk directly to support and they are willing to listen and to evolve strategies that fix problems.

Trevanna Cooper, Teacher Librarian
CBC Fremantle College, AU

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I would recommend Softlink Support and Hosting services to everyone; the whole system is so efficient without having to give extra work to our busy school IT team

Carol Elliott, Librarian
Newcastle High School for Girls, UK

READ CASE STUDY

softlinkint.com/case-study/newcastle-high-school-for-girls

Can't thank Softlink Support enough for coming to our rescue again.

Susan Strawbridge, Librarian
Dubai British School, UAE



I can only congratulate Softlink for the amazing service. I am delighted to be working with a company and a product that, not only does what we want it to do, but also has the backup and the support to match it.

Annie White, Past Head of Information Services

St Stephen's College, AU

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I just wanted to say that our trainer was fantastic and everything was explained so clearly for me. Migration of data was streamlined and problem free and we were very impressed with the training we received.

Anette Ainsworth, Head of Library

Hale School, AU

READ CASE STUDY

softlinkint.com/case-study/hale-school

Softlink's support team are great, they are quick to respond to tickets and generally able to find resolutions quickly. Having Oliver v5 hosted by Softlink provides us with security of knowing that the database is safely offsite, updated regularly and managed by experts who are able to access our system if problems arise.

Heather Griffiths, Library Technical Officer

Groves Christian College, AU

READ CASE STUDY

softlinkint.com/case-study/groves-christian-college

Our trainer was flexible enough to cater for the unique situation I have here and was intuitive about what my training needs were. I look forward to using version 5 to improve my library service here at OAGS!

Karelle Taylor, Teacher Librarian

Orange Anglican Grammar School, AU

All is going well with our new system. I'm feeling very grateful for the support and training I received, our trainer really knew her Oliver!

Stephen Ward, Librarian

Sathya Sai School, AU

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, NZ

When I need help with Oliver v5, I am very impressed by the support I receive from Softlink.

Amy Hayes, Librarian

Waddesdon Church of England School, UK

The instructions from Softlink were very clear and although data migration was new to us, everything came together very easily. The change over period was much shorter than I expected. It was totally incident free!

Sheila O'Callaghan, Teacher Librarian

Our Lady of Good Counsel, AU

READ CASE STUDY

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I think the tutorial videos are excellent and am so much more confident after viewing them. Thank you.

Kim Nicholson-Sayed

St Joseph's Enfield, AU

We have been with Oliver for many years and we have had so few problems, and when we have they have always been sorted speedily, so a big thank you to anyone involved over the years.

Janis Inwood, Previous Library Manager

Southgate School, UK

Softlink has been wonderful to work with – so glad we came on board.

Elizabeth Pope, Head of Library Services

The Cathedral School of St Anne & St James, AU

A particular strength of Softlink support is that the people I speak to - many of whom have a library background - seem to understand how school libraries work, the pressures they're under and the importance of fixing any problems as quickly as possible.

For me, Oliver stands out above other library management systems because it offers an unrivalled combination of user-friendliness, reliability and first-class support.

Dr Graham Gardner, Librarian

Abingdon School, UK

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When we need help we usually send through an email inquiry, or occasionally we may make a call to the helpdesk, and the responses are very quick.

Di Ruffles, Teacher Librarian

Melbourne Grammar School, AU

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softlinkint.com/case-study/melbourne-grammar-school

I have been very appreciative of the professionalism shown by all staff I have had dealings with. Many have gone the extra mile, giving additional help and information as well as completing tasks with diligence and skill.

Katharine York, Acting Head of Library

Chairo Christian School, AU

I love Softlink, they can't do enough for you. If ever there is a problem, they sort it out for you.

Kathleen Cassell, Librarian

Buninyong Primary School, AU

