

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**

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**

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

**Susan Strawbridge, Librarian**  
**Dubai British School, UAE**

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**

### READ CASE STUDY

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

**Karen Holdup and Paula Knapman, Librarians**  
**Trinity School Teignmout, UK**

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

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**

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**

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**



Softlink customers can access the Softlink support site from [softlinkint.com/customer-login](http://softlinkint.com/customer-login)

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**

## READ CASE STUDY

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

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**

## READ CASE STUDY

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**



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**

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**

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**

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

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**

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**

*Softlink is doing a great job answering all of our questions, thank you. I am so impressed so far, nothing has been too hard for you to handle and I love that I can sit at home in the comfort of my heater and take the time required to learn Oliver v5.*

*Jae Rolt, Teacher - Librarian/IT Coordinator, Cessnock West Primary School*

*Secretary, MASLA - Maitland Area School Library Association*

*[Click here to learn more about MASLA](#)*