Softlink Professional Services - Packages and Services

Get the most out of your Softlink solution

Softlink offers a range of services to optimise the performance of your library solution—regardless of your budget, IT skill and resources available.

Contact Softlink at sales@softlinkint.com or (AUS) 1800 777 037 / (NZ) 0800 47 63 85 to discuss any of these services.

Training and Professional Development Services

Softlink has a variety of training services ranging from introductory beginner courses right through to advanced sessions. Training is fully customised, meaning sessions are tailored to what you want to learn. Training gives you the skills that enable you to use

- **Onsite Training** - Customised onsite training from basics to advanced. Tailored to library staff needs.
- **Remote/Online Training** – Training sessions delivered remotely using a phone and screen sharing (if available). This can be taken as a full day with scheduled breaks or delivered in 1 hour blocks.
- **Lecture-Based Group Training** – scheduled courses available throughout the year. Check the Softlink website for upcoming dates and locations.
- **My Library Service** - Onsite tailored library consulting. This can assist you with work-flow advice for ongoing or special projects. Assistance with fine tuning your Softlink solution to work best with your library procedures.
- **Technical training** - Train IT staff on the back end of your library solution such as backups, upgrades, and maintenance.
- **Report Writing Training** - Training end users on customising their own reports.

Technical Consulting and Other Services

Softlink can also assist you with your technical problems, such has moving your library system to a new server, creating a customised report, or a general health check of your system. Services include:

- **Server Migration** - Assistance moving your Library system to new server(s).
- **Upgrades** - Softlink will complete an upgrade of your library system for you.
- **Miscellaneous Technical Consulting** – Need other technical assistance? This may be if your server has died and you need assistance restoring from backup or need assistance re-installing SQL.   Softlink staff has extensive experience with solving technical problems. Engage their services to assist with a particular technical problem that is unique to you.
- **Data Health Check** – Softlink will perform a full review of your v5 installation and give you a snapshot of your v5 system's current state of health, alert you to any areas that need attention and give you renewed confidence in your set-up.
- **SSL / HTTPS Configuration** – Softlink can assist with the secure site setup of your v5 solution
- **Borrower Import Setup** - Softlink can complete your start of year borrower imports for you as a service.
- **Custom Reports** - Softlink can create a report to meet your specific requirements.

Hosting Services

Your Softlink solution can be hosted on Softlink's cloud hosting services, removing the stress of installation and upgrades, the cost of additional hardware or upgrades, and ongoing IT overheads.

Authentication Setup Services

Take full advantage the features that Softlink's version 5 library solutions provide for your end-users by making the user login process as seamless as possible. You can implement one of the options that best suits your needs. Authentication options include LDAP, Kerberos, SAML, and OAuth.

Additional Module Setup Services

A number of additional modules are available to go with your library solution. Softlink offers assistance with setting these up and getting them up and running in your library. Additional modules include:

- OverDrive, eBook integration, including eZread
- Web Services API
- Federated Search
- BioStore

Conversion Services

Softlink has extensive experience converting and manipulating data. If you have another system you want to convert from, additional data you want to merge, data you would to 'clean up', Softlink can help, offering the following conversion services:

- Data conversion & Premium data conversion
- Data merge, split, extract
- Data cleansing - Used for tidying up data e.g. assistance cleaning data post going live using scripts or global changes.