Lokulus features a flexible approach to archiving that can progressively move ageing data to maintain system performance and aid you in GDPR compliance.

The archiving feature encompasses several aspects of routine database maintenance:

- Database Tidy – the routine deletion of old or redundant data from various tables.
- Archive – the migration of old transactional data from primary to secondary storage to optimise performance.
- Deletion – the deletion of old transactional data, from both primary and secondary storage to aid with GDPR compliance.

In all cases, configuration parameters control the tidy, archive and deletion processes. These processes are scheduled and executed using the built-in scheduler.

Archiving Approach

The Lokulus archiving approach is based on database partitioning, and helps you maintain system performance.

Archiving only affects closed work and can be applied to different types of work in different ways to aid compliance.

For example, live data might be retained for up to 30 days. Data between 30 and 60 days old is moved to a primary archive, data between 60 and 1800 days old is moved to a secondary archive, and data older than 1800 days is deleted.

The system ensures that if a customer's case is still live, all their data is still readily available. So, agents don't have to search the archive unnecessarily.

Archive Management

Archiving is determined through the set of rules and selectors:

Archive Rules – Each archive rule defines a set of criteria for moving data to one of the archive partitions or deleting the data. The selector determines the appropriate rule to use. This matches the company, category, and channel of each work item considered for archival to one of the available archive rules.

Selectors – You can set up multiple archiving rules and apply different rules to different sets of items. This could be for customers, by customer type, cases by case type or work items by company category channel combination.

Archive Schedule

A scheduled process causes transactional data to be partitioned or deleted as required according to the appropriate archive rules.

The scheduler can be set to run at a time that minimises load on the database and does not impact agents who are working.

Tidy Management

Set by us during the initial configuration stage, there are three routines for keeping your database tidy and performing optimally:

- Diagnostic
- History
- Transactional

These routines control how long it is before the database is cleared of various logs, errors, histories, etc. They are independently run through their own scheduled tasks.

GDPR Compliance

While it is up to you to determine your GDPR requirements, Lokulus can help you achieve them.

The archiving rules can be configured to aid compliance with GDPR. Rules can be created for when you archive data and when that data, having exceeded its retention period, is deleted. See our GDPR Fact Sheet for more details.