Data Retention

What Is Data Retention?

By default, the system stores transactional data (locations, forms, trip information, orders) for 12 months regardless of the account activity status. This allows customers access to the data for the previous 12 months. The system purges transactional data (locations, forms, trip information, orders) automatically after 12 months.

What are Your Benefits in Keeping Data Beyond the Rolling 12 Month Period?

- Minimize the risk of losing valuable data.
- Ensure the safety and availability of your data.
- Comply with government or industry regulations.

Who Can Benefit from Enhanced Data Retention?

TeamWherx active and inactive / deactivated customers.

How Do Customers Get Started with Enhanced Data Retention?

Powered by Actsoft, TeamWherx offers data retention plans longer than 12 months on a subscription basis for active and inactive / deactivated customers. You may opt to purchase additional retention of transactional data (locations, forms, trip information, orders) for all users on your account beyond the standard 12 months of data retention that is included. Provided your account is current on payment, Actsoft will continue to retain the transactional data.

What is the Pricing and Purchase Process for Enhanced Data Retention?

Active Customers: Data retention for active/current customers will be charged at the User level.

- Active customers will be charged $2/user/month.
- Active customers will be charged for the number of users, regardless level of activity.
- Minimum $20/month fee for any active customer to retain data beyond the rolling 12 month period.

Inactive / Deactivated Customers:

Data retention for accounts that are no longer customers will be charged at the User level.

- Inactive / Deactivated customers will be charged $2/user/month.
- Minimum $20/month fee for a deactivated customer account to retain data.
- Actsoft will provide 1 Non-Billable Web Only user to view data for all users.

Purchase Process:
- Only direct payment to Actsoft.
- Actsoft Order Portal

More information on the MSA is available at www.actsoft.com/msa.

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