What's the difference between Deskpro Cloud and Deskpro On-Premise?

Ben Henley - 2023-09-15 - Sylwadau (0) - Additional Services FAQs

You can find out the difference between Deskpro Cloud and On-Premise on our website, but you can also check out this quick summary below.

Deskpro Cloud:

- Our software-as-a-service product is hosted on our servers.
- Quick to set up.
- We handle all the technical details like updates, backup, and bandwidth.
- Simple, monthly, per-agent pricing.
- We use bank-level security practices to keep your data safe.
- Deskpro Cloud is recommended for most of our customers.

Deskpro On-Premise:

- You install and run Deskpro on your own PHP server infrastructure: Linux/Windows/Mac OS X, Apache/nginx/IIS
- Full control over your data
- Full PHP source code provided for customization.
- Requires server administration skills to set up and maintain.
- You are responsible for arranging backup and bandwidth.
- Annual per-agent pricing.
- One-click software updates are included in the license price.
- Can configure your helpdesk to be accessible only within your organization's intranet.
- Easy to run a separate test installation.

You can move your helpdesk between Cloud and On-Premise at any time, simply contact us at support@deskpro.com.

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- Which suits your needs Deskpro Cloud and On-Premise?