

What is Deskpro Cloud?

Lara Proud - 2023-06-22 - Comments (0) - General

Deskpro Cloud is our hosted or software-as-a-service (SaaS) product. If you deploy Deskpro Cloud, we run your helpdesk from your choice of a secure data center in the US, EU, or UK. Or if you are a Deskpro Enterprise customer, you can choose from any of the 31 AWS data center locations.

With our Cloud service, we take care of all backups, updates, security patches, and bandwidth costs. We release a new version of our product each week, and will automatically update your helpdesk with the new features, performance improvements, and bug fixes.

Deskpro Cloud is popular with organizations of all sizes. Our managed service reduces the overhead of running a helpdesk, whether you're a small company with no dedicated IT staff or a larger company that doesn't want yet another server to manage.

Some of the benefits of Deskpro Cloud include:

- **Quick Setup:** Creating your helpdesk takes seconds, and you can have your helpdesk fully configured for production use in under an hour.
- **Less technical work:** You don't have to worry about technical details like applying security patches or dealing with a web hosting company as we automatically update your helpdesk to add new features and improvements as we make them.
- **Secure:** We follow security best practices to ensure the confidentiality of your helpdesk data. And you still have control over your helpdesk's security settings, such as password policies, audit logs of agent and admin actions, and IP whitelisting.

Deskpro Cloud is a popular choice and recommended for most of our customers that don't have specific security or hosting requirements, because it requires less administrative involvement for your team.

You can compare Deskpro Cloud and On-Premise on our [website](#) to get a better idea of the right deployment option for you.