



[Knowledgebase](#) > [Additional Services](#) > [Can Deskpro upgrade my on-premise instance on my behalf?](#)

Can Deskpro upgrade my on-premise instance on my behalf?

Grace Howlett - 2019-10-01 - [0 Comments](#) - in [Additional Services](#)

We understand that finding the time to perform a major upgrade can be difficult, however it is vital that you keep your helpdesk up to date to ensure you are running your instance with the latest updates and fixes, and have access to all the latest Deskpro features. We offer a managed upgrade service, where one of our experienced technicians will bring your helpdesk up-to-date with the latest version. Please note that to carry out this service, we'll need root or administrator access to your server.

How much does this managed upgrade service cost?

Our managed upgrade service costs \$600.

How can I purchase?

You can order the upgrade service from your [members area](#). Once you have purchased, you'll receive an email from us where we'll request some information from you about your setup and provide a dedicated booking link for you to select an available time-slot for the upgrade to take place.

Have any further questions?

If you have any questions, please send an email to support@deskpro.com.