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## What do you charge for maintenance?

Ben Henley - 2019-03-22 - 0 Comments - in Payment & Renewals

If you're a Cloud customer, all maintenance (application/server updates, performance monitoring, security patches, backups, etc.) is included in the simple per-agent price.

If you're an On-Premise customer, maintenance is your responsibility. We've made Deskpro easy to update and maintain from within the admin interface, but you should be comfortable handling issues like hosting, bandwidth, backups, patches to the webserver. If you don't have the IT staff or know-how to maintain a web application, Deskpro Cloud will be the better option for you.

If you need an expert to get On-Premise installed or upgraded from an old version of Deskpro, we do [offer those services for an extra fee](#).

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