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

Ben Henley - 2023-09-15 - Comment (1) - 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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