

Which suits your needs Deskpro Cloud and On-Premise?

Lara Proud - 2023-09-15 - Comments (0) - General

Deskpro offers two distinct models of our helpdesk product: Deskpro Cloud and Deskpro On-Premise. Both hosting options are designed to provide a robust support solution, but they differ in several key areas.

Deskpro Cloud is quick and easy to set up and offers bank-level security practices for your data. Cloud is the recommended deployment for the majority of our customers.

While Deskpro On-Premise, lets you run your own PHP helpdesk on your choice of server infrastructure: Linux, Windows, Ubuntu, etc. You have access to the full PHP source code for customization and you can easily spin up test instances using the On-Premise Controller.

This article will explore the unique features of both options to provide insight into which may suit your organization best. You can also see our website for our comparison table, [Cloud vs. On-Premise](#).

Deployment

The primary difference between Deskpro Cloud and Deskpro On-Premise is in how they are deployed:

- **Deskpro Cloud:** Our Software-as-a-Service (SaaS) solution, hosted on our secure AWS data centers. Choose between our 3 primary data centers in the US, EU, and UK. *Or on our Enterprise plan, you can select from any of the 31 AWS data centers.*
- **Deskpro On-Premise:** Our self-hosted solution, you install On-Premise onto your own server infrastructure, giving you complete control over your data and system administration. This step up is often favored by organizations with specific data security regulations.

Updates

We release new versions of our product every week, which include new features, improvements, and bug fixes. You can see our release notes on the [Help Center](#).

With Deskpro Cloud, all updates, maintenance, and security patches are taken care of by Deskpro. You will be automatically updated to the latest version alongside each release, meaning you are always on the most up-to-date version of the software, freeing up time for your IT team as they don't have to update or maintain your helpdesk manually.

With Deskpro On-Premise, you also benefit from the regular release schedule, but you are responsible for all system maintenance and updates. Our On-Premise management tool, the [On-Premise Controller](#) makes maintenance easier with a simple web GUI that lets you update your instance and automates the backup process. Alongside this, On-Premise gives you additional control over how and when the updates are implemented but does require a dedicated Sysadmin to maintain the helpdesk properly.

Security and Compliance

Deskpro Cloud operates with best-practice security protocols, including regular backups and encryption. Our cloud service data-center provider (AWS) operates state-of-the-art, ISO27001, PCI DSS Level 1, HIPAA, GDPR & SOC 2 Type compliant data centers. Deskpro is certified to ISO27001, GDPR, Cyber Essentials Plus, G-Cloud-12 & CSA Star. SOC 2 Type II & HIPAA coming soon.

With Deskpro On-Premise, you have total control over who has access to your data. This makes it a great solution if you need to comply with regulations such as HIPAA, ITAR, Sarbanes-Oxley, and BDSG or if your tickets contain sensitive financial, medical, or legal information.

Pricing

For both Cloud and On-Premise Deskpro offers three simple tiers; Team, Professional, and Enterprise. The Team plan contains all the features of Deskpro that you need to run a successful helpdesk. Professional and Enterprise plans provide extra levels of service on top of the software.

For Cloud, you can choose simple per-agent pricing, billed monthly or annually depending on what is more convenient. Choosing annual billing for our Cloud helpdesk includes a ~10% discount.

For On-Premise you are billed annually with a 10-agent minimum helpdesk, we charge an affordable per-agent annual fee rather than a higher one-off cost as this model enables us to offer regular feature updates and provide high-quality support at no extra charge.

For more details, you can check out our [Pricing Page](#).

Moving between Cloud and On-Premise

Plus, you can move your helpdesk between Cloud and On-Premise at any time if you decide the other method of deployment will suit your requirements better, to do this simply contact us at support@deskpro.com to arrange your migration.

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- [What's the difference between Deskpro Cloud and Deskpro On-Premise?](#)