Why is Deskpro On-Premise pricing based on a subscription model?

Ben Henley - 2023-08-10 - Comments (0) - Payment & Renewals

Question:

Why are your pricing plans based on a regular subscription fee, even for the On-Premise product that runs on my own servers?

Answer:

We pride ourselves on our responsive support and our rapid pace of upgrades to meet the needs of our customers and constantly improve the platform. As a result, our pricing model is based on an annual subscription, instead of a big one-time fee.

The helpdesk is often a critical part of a company's infrastructure. Most organizations don't want a key tool to go unmaintained, unsupported, and at risk of security issues, so they end up paying annual maintenance charges anyway.

Our pricing model means you can be assured that we'll always be working hard to keep you as a customer, instead of banking a big fee and moving on to the next prospect.

We have three plans to choose from; Team, Professional & Enterprise. Our Team plan has everything you need to run a successful helpdesk and is our most popular plan. You can read about each plan here.

Tags

pricing

subscription