What do you charge for maintenance?

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

If you're a Cloud customer, all maintenance (updates, performance monitoring, security patches, backups, etc.) is included across all Deskpro plans.

If you're an On-Premise customer, maintenance is your responsibility. We've made Deskpro easy to update and maintain from within the On-Premise Controller, but you should be comfortable handling issues like hosting, bandwidth, backups, and 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.