

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

Ben Henley - 2017-11-08 - 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 a low regular fee, instead of a big up-front cost.

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.

Note that we keep our pricing simple to understand. Once you've chosen between Cloud and On-Premise, you pay a [single per-agent fee](#).

The  
2018  
pricing  
subscription