How to upgrade your Deskpro On-Premise to Horizon

Lara Proud - 2025-07-02 - Comments (0) - Horizon Migration

This article provides a video walkthrough of the On-Premise Horizon migration process to supplement our Migration Guide.

There are two options for your On-Premise migration, do-it-yourself, or Assisted Migration.

Do it yourself:

The videos below complement our migration guide to provide an overview of importing your Legacy helpdesk into Horizon. We have documentation that goes into more depth about all the options available to you.

Create a Legacy Deskpro export URL:

Import your Deskpro instance into Horizon:

Assisted Migration:

If you want us to manage your On-Premise migration for you, get in touch with our team who can provide a quote and set up a call to arrange your migration to Deskpro Horizon.

Get a Quote