

Executive Overview

For business and technology decision-makers

SELF-HOSTED

SINGLE-TENANT

WHITE-LABEL

CONFIGURABLE ITSM

EXTERNAL OVERVIEW

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01 What ORQANTA is

ORQANTA ITSM is a configurable, self-hosted IT service management platform for Incident, Request, and Case management – an employee self-service portal, an agent workspace, a service catalog, SLA and approval automation, and a reporting/dashboard layer, deployed inside infrastructure the customer or their hosting partner controls.

02 The business problem

Organizations that outgrow spreadsheet-and-email IT support typically adopt a large SaaS ITSM platform sized and priced for enterprise scale. That works well for many buyers, but it leaves a gap for organizations and technology partners who want the same operational discipline – ticketing, SLAs, approvals, a self-service catalog, automation, reporting – without taking on a heavyweight shared platform's licensing model, data-residency constraints, or limited customization.

ORQANTA is built for that gap: the same operational model IT staff already understand from ServiceNow-style tools, running on infrastructure the customer owns.

03 Product model

INSTANCE · DEPLOYMENT · EXPERIENCE

TENANCY

Self-hosted, single-tenant

Each deployment is its own instance, its own database, and its own data. There is no shared, vendor-operated SaaS instance today.

DELIVERY

Deployed via Docker Compose

Portable to a customer VM, an on-premises server, or a cloud compute service – see [ORQANTA Deployment Overview](#).

ONE CODEBASE, TWO EXPERIENCES

FOR IT STAFF

Agent Workspace

FOR EMPLOYEES

Self-Service Portal

SHARED One unified ticket engine underneath

04 Major capabilities

Unified Incident / Request / Case ticketing on one data model, with server-enforced state machines and role-based access control.

A ServiceNow-workspace-style Agent Workspace: filterable/sortable queues, saved lists, a three-pane record view, activity streams that merge comments and history.

A ServiceNow-Employee-Center-style Self-Service Portal: catalog browsing, dynamic per-item forms, draft-saving, My Tickets, favorites, a watch list.

SLA definitions with business-hour/holiday-aware timers, pause/resume, and breach/warning notifications.

Multi-stage approvals (manager, specific user, group, assignment group; anyone/everyone voting; self-approval prevention).

No-code automation: Business Rules, Reusable Server Actions, and Form Rules – all configuration, never arbitrary scripting, by deliberate design.

Visual Task Boards (Kanban), dashboards with drill-through, and a System Log/audit trail.

Outbound and inbound email integration (console/SMTP/Microsoft Graph), and a REST API with API-key and OAuth 2.0 client-credentials authentication for external integration.

05 Deployment philosophy

ORQANTA is designed to be deployed into infrastructure the customer or their hosting/implementation partner controls – on-premises, in a customer-owned cloud account, or managed by a partner on the customer's behalf. It runs on a small, deliberately minimal stack (Node.js, PostgreSQL, a Postgres-backed job queue – no additional infrastructure such as Redis is required), so the operational footprint stays proportionate to the organizations it targets.

APPLICATION ORQANTA ITSM	RUNTIME Node.js	DATA PostgreSQL	JOBS Postgres-backed job queue
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No additional infrastructure such as Redis is required.

06 White-label model

Brand identity – product name, service-center name, tagline, logos, favicon, login screen, and footer – is admin-configurable at runtime through the application itself, not hardcoded. This lets a reseller or an IT department present

the platform under its own identity without editing source code. It is a branding-and-identity capability, not a UI-redesign platform: workflows, layout, and components are the same product underneath.

07 Security posture, stated plainly

A structured internal security program has been completed and evidenced:

Role-based access control enforced server-side	Parameterized data access throughout	CSRF protection	Rate limiting
Audit logging with redaction	Dependency/secret/static-analysis scanning	Container scanning	An OWASP ZAP dynamic scan
A generated and validated software bill of materials	A tested backup/restore process		

FINDINGS AND DISCLOSURE

At the reviewed baseline, there were no unresolved Critical, High, or Medium findings from that internal program. **No independent, third-party penetration test has been performed.** Full detail, including that disclosure and its limits, is in [ORQANTA Security Overview](#).

08 Integration model

ORQANTA exposes a versioned REST API (API-key and OAuth 2.0 client-credentials auth, scoped credentials, full audit trail) for ticket creation, comments, and catalog lookups, plus an email integration layer built on a provider-abstraction pattern (console/SMTP/Microsoft Graph). It

includes migration tooling developed and tested against ServiceNow-style data structures. Production migration from a specific customer's ServiceNow instance remains a scoped implementation project – see [ORQANTA FAQ](#) and the Technical Dossier for exact scope.

09 Ideal customer and partner

ORQANTA suits small-to-mid-market organizations and technology partners that want a configurable, self-hosted ITSM platform under their own operational and data control, without a heavyweight shared-platform licensing model.

It is not positioned today as a turnkey managed SaaS, a proof point at hyperscale, or a substitute for an organization that specifically requires a formal independent compliance certification before purchase. See [ORQANTA Positioning & Ideal Fit](#) for the full picture.

10 – NEXT STEP

A live, guided walkthrough of the golden-path scenario is the fastest way to evaluate ORQANTA.

Catalog request → automatic approval routing → SLA tracking → agent fulfillment. **Ask for a demonstration**, or request the [ORQANTA Product Overview](#) and [ORQANTA Feature Matrix](#) for a self-guided technical review first.

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