

Partner Overview

For MSPs, systems integrators, and technology partners

SELF-HOSTED

SINGLE-TENANT

WHITE-LABEL

PARTNER-LED DELIVERY

01 Why partner with ORQANTA

Many of your customers have outgrown ad-hoc IT support but don't want – or can't justify – a heavyweight, shared-platform SaaS ITSM license. ORQANTA gives you a configurable, self-hosted ITSM platform you can deploy, brand, and operate on their behalf: the same operational model (ticketing, SLAs, approvals, catalog, automation, reporting) IT staff already expect, without asking the customer to hand their service-desk data to a third-party SaaS tenant.

02 What the partner receives

- 01 **A working, tested product** – a configurable Incident/Request/Case ITSM platform with an agent workspace, self-service portal, catalog, SLA and approval engines, no-code automation, Kanban task boards, dashboards, email integration, and a REST API – see [ORQANTA Feature Matrix](#) for the full capability list.
- 02 **White-label capability** – the product's identity (name, logos, favicon, login screen, footer) is admin-configurable at runtime, so you can present a deployment under your own or a customer's brand without touching source code.
- 03 **Deployment tooling** – a container image and documented Compose topologies, including a hardened, TLS-fronted reference topology that has been built and verified.
- 04 **Migration tooling** – extraction/load/reconciliation tooling for ServiceNow-origin data, tested against a real (non-production) ServiceNow sandbox, ready to scope into a customer migration project.
- 05 **Documented security evidence** – the internal security review, DAST results, SBOM, and backup/restore drill evidence in this package, useful directly in your own customer security conversations.

03 What the partner can provide to its customers

Infrastructure hosting and operation (on the customer's own infrastructure, the partner's, or a cloud account either party controls).

Implementation: catalog configuration, SLA/approval/automation configuration, branding, user and group setup.

Migration execution, scoped as its own project per customer using ORQANTA's migration tooling.

First-line (L1) and, where the partner builds the expertise, second-line (L2) support, with ORQANTA product engineering available for L3/product-level issues.

Ongoing continuous improvement – new catalog items, new automation, new dashboards – as the customer's needs evolve, all achievable through the product's own admin surfaces without code changes for the vast majority of requests.

04 How white-label helps

Because brand identity is a runtime, admin-editable setting rather than a build-time customization, a partner can stand up a distinctly branded instance for a customer – or for their own managed practice – without maintaining a forked codebase per customer. This keeps a partner's operational overhead proportionate: one product to learn, deploy, and support, presented under whatever identity each engagement calls for.

05 Deployment options

OPTION A

Customer-hosted, partner-implemented

The customer owns the infrastructure; the partner leads implementation and, optionally, ongoing support.

OPTION B

Partner-hosted

The partner provisions and operates the infrastructure on the customer's behalf, under whatever hosting/support agreement they establish.

OPTION C

Customer-owned cloud account

The customer provisions cloud compute in their own subscription; the partner implements and configures.

ORQANTA itself does not operate infrastructure on anyone's behalf today – every hosting model above is either the customer's or the partner's own operational responsibility.

06 Implementation and customization work a partner can deliver

Everything reachable through the product's own admin surfaces is fair game for a partner-led implementation engagement without touching source code:

Catalog items and forms

SLA and business schedules

Approval chains

Business Rules and Reusable Server Actions

Form Rules

Dashboards

Email notification content and routing rules

Branding

This covers the substantial majority of what a typical ITSM implementation project needs to configure.

07 Ongoing support structure — a recommended starting point

A layered model, subject to what a specific partner agreement actually establishes:

- L1** — **the partner's (or customer's own) service desk**, first response and basic troubleshooting.
- L2** — **the partner's technical team** for configuration/functional issues, escalating to ORQANTA product engineering when a genuine product-level issue is suspected.
- L3** — **ORQANTA product engineering** for confirmed defects and product-level issues.

Final support hours, response-time commitments, and escalation SLAs are defined per agreement, not by this document. See [ORQANTA Shared Responsibility Matrix](#) for the fuller responsibility breakdown this support model sits inside.

08 What remains under ORQANTA product ownership

The product source code, core defect fixes, and product-level security releases stay with the ORQANTA product team regardless of deployment or partner model – a partner customizes and operates a deployment; they do not fork or independently patch the underlying product.

09 Recommended partner engagement lifecycle

01	Qualification	confirm the prospect's needs fit ORQANTA's current positioning (see ORQANTA Positioning & Ideal Fit).
02	Demo	a guided walkthrough of the golden-path scenario (catalog request → automatic approval routing → SLA tracking → agent fulfillment) and any capability areas specific to the prospect's use case.
03	Customer discovery	current tooling, ticket volume, team structure, integration needs, and (if relevant) migration source data.
04	Scope	define the implementation project: catalog, automation, branding, integrations, and migration if applicable.
05	Infrastructure readiness	confirm hosting model, DNS, TLS, mail tenant, and (if used) identity-provider access per ORQANTA Deployment Overview .
06	Configuration	implement the scoped catalog, workflows, automation, and branding.
07	Migration, if required	run the extraction/load/reconciliation pipeline against the customer's real ServiceNow (or other source) data, as its own scoped sub-project.
08	User acceptance testing	validate the configured system against real customer scenarios before cutover.
09	Production deployment	go live on the hardened deployment topology, with backups and monitoring in place per the deployment checklist.
10	Support and continuous improvement	ongoing L1/L2 support and iterative configuration as the customer's needs evolve.

10 First pilot — what it typically looks like

A first pilot with a new partner is best scoped around one real customer with a moderate ticket volume and a clear, bounded use case (e.g. one department's IT support), configured end to end through the product's own admin surfaces, without a migration project attached initially. This lets the partner build deployment and configuration expertise before taking on the added complexity of a historical-data migration.