

IT that works.

Managed by engineers, not a call centre.

IT Jag is a managed IT provider for growing businesses. We handle your helpdesk, Microsoft 365, devices, and infrastructure — entirely in-house, with engineers who know your environment.

10+

Years engineering
experience

L1–L3

All in-house
no outsourced tiers

4

Core managed
service pillars

**Same
day**

Response SLA
standard requests

Four services. One in-house team.

Whether it's a password reset or a server migration, the same engineers handle it.

01

Managed IT Support

Helpdesk · L1 to L3 in-house

When something breaks, your team reaches a real engineer — not a call centre reading from a script. L1 through L3 handled entirely in-house, with same business day response. No outsourced tiers, no repeated explanations, no delays.

02

Modern Workplace

Microsoft 365 · Intune · Autopilot

Your Microsoft 365 environment and devices managed end-to-end. New hires are set up and productive from day one. Devices are enrolled and secured automatically. Licences are audited so you're never paying for seats you don't use.

03

Infrastructure & Cloud

Azure · Windows Server · Active Directory

On-premises servers and Microsoft Azure, actively managed and monitored. If something fails at 2 AM, the engineers who built your environment are the ones who resolve it — no briefing required, no context lost.

04

Patch & Asset Management

OS Patching · Inventory · Lifecycle Tracking

Every device in your business patched on schedule, tracked by lifecycle, and fully accounted for. No unpatched laptops hiding in the corner. No end-of-life hardware discovered during an audit.

Not a traditional MSP.

Most IT providers outsource their helpdesk, use scripted responses, and pass your tickets between teams who don't know your environment. IT Jag is structured differently.

TYPICAL MSP	IT JAG
<ul style="list-style-type: none"> L1 triage outsourced to a call centre. Engineers only see tickets after several failed attempts. 	<ul style="list-style-type: none"> L1 through L3 handled in-house by the same team. First contact reaches someone who knows your environment.
<ul style="list-style-type: none"> Scripted first responses. Tickets follow a checklist before an engineer looks at the actual problem. 	<ul style="list-style-type: none"> No scripts. Engineers diagnose from context. If the answer is simple, the response is direct.
<ul style="list-style-type: none"> Infrastructure and support handled by separate teams. Context is lost between them. 	<ul style="list-style-type: none"> The engineers managing your infrastructure are the ones answering your support tickets.
<ul style="list-style-type: none"> Recommendations aligned to what extends the engagement — more tools, more licences, more hours. 	<ul style="list-style-type: none"> We recommend what your environment actually needs. If the answer is simpler, we say so.
<ul style="list-style-type: none"> High engineer turnover means your environment knowledge leaves with each departing contractor. 	<ul style="list-style-type: none"> A stable, small team means accumulated knowledge stays in the engagement — not on someone's laptop.

Who we're right for

- 150–300 person businesses with no dedicated IT staff
- Professional services firms — law, accounting, finance, engineering
- Businesses on Microsoft 365 that want it properly managed
- Growing companies that need IT to keep up without hiring internally

Not sure what you need?

That's exactly where we start.

Every engagement begins with a free infrastructure assessment. We look at what you have, identify what's missing, and give you an honest picture of what needs attention — no obligation, no sales pressure. Typically a 30-minute call.

WHAT HAPPENS NEXT

- 01 You send us a quick message or email.
- 02 An engineer reviews it — not a bot — within one business day.
- 03 We have a 30-minute call to understand your environment.
- 04 You get a clear, written scope. No obligation to proceed.

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Same business day response · L1–L3 in-house · All engineers, no call centres