Our Service Promise, in Writing

We strive for perfection on every call and every ticket, because we re-earn your business every time — and we put it in writing. Most IT providers advertise averages; our Service Promise is a set of promises for every call and every ticket, with live numbers published so you can check us. Here is exactly what you can hold us to.

What we promise

AREA	OUR PROMISE
Phone	Monday–Friday, 5 AM–6 PM Pacific: an engineer on our local Huntington Beach team answers in under 60 seconds, measured live on our website. Outside those hours, an engineer from the same local team is on call 24×7 and responds to emergencies within 20 minutes
Email & portal tickets	A real engineer responds within 20 minutes (Mon–Fri, 5 AM–6 PM) — **ALL tickets**, every priority, not just emergencies
Service desk hours	Staffed Monday–Friday, 5 AM–6 PM Pacific, and the same local team is on call 24×7 for emergencies
Monitoring	24×7×365 Network and Security Operations Center (NOC & SOC)
On-site	On-site support for your existing environment is included — no dispatch, trip or hourly charges
Billing	One published per-user price. We never bill extra time to support your existing environment, and every project is quoted as a fixed fee before work starts
Onboarding	No onboarding fee; a documented 60-day transition plan with weekly meetings — or a next-business-day takeover if you need it
Security & audit	SOC 2 Type II across all five Trust Services Criteria; the report is available under NDA, and our controls are published in our online Trust Center
Measurement	A satisfaction survey on every closed ticket, live response metrics on our website, and regular vCIO reviews with your leadership

A 20-minute promise — not an average

Many providers advertise an average response time. An average can look impressive while some tickets wait for hours. Ours is a promise that applies to every ticket: Monday–Friday, 5 AM–6 PM, every email or portal ticket gets a real engineer within 20 minutes. Calls are answered by an engineer, not a dispatcher or a phone tree. The result: our clients don’t chase updates or wonder whether a ticket was seen — they submit it and are confident it’s being handled.

Every number we publish is live, not a sample

We believe in complete transparency with our clients. The response figures and client survey scores on our homepage (calitgroup.com) come straight from our phone and ticketing systems and refresh every 15 minutes during service desk hours. They aren’t a sample dashboard, a hand-picked quarter or a marketing estimate — and if they ever slip, you’ll see it the same way we do. We publish them because we’re proud of them.

Hours, side by side

	TYPICAL MSP	CAL IT GROUP
Staffed service desk	8 AM–5 PM	5 AM–6 PM
Staffed hours per week	45	65
East Coast morning (8 AM Eastern)	Closed — 5 AM Pacific	Open
After hours	Varies; often billed hourly	Same local team on call 24×7 — emergencies answered within 20 minutes, included

Accountability starts at the top

Promises only mean something if someone owns them. At CAL IT Group, that's our co-founders, Kevin Nichols and Joe Kemp, who have led the company for over 10 years — they review these numbers every day, and when something slips, we tell you, fix it and change the process so it doesn't happen again.

The same attention to detail runs through the work itself: every change is documented, every ticket is followed through to the finish with a clear note of what was done, and nothing is closed until it's actually resolved.

If we fall short, you can leave

We use a straightforward annual agreement — and it doesn't lock you in:

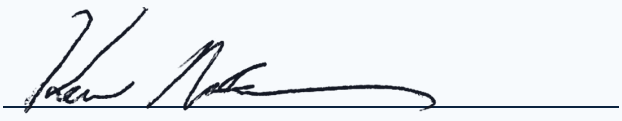
- **90-day satisfaction exit.** New clients can end the agreement without penalty within the first 90 days if they're not satisfied.
- **Missed-promise exit.** If we miss our written service promises, you can end the agreement without penalty — at any point in the term.

See our SOC 2 report

Our SOC 2 Type II report covers all five Trust Services Criteria: security, availability, processing integrity, confidentiality and privacy. Ask for it, sign a standard NDA, and we'll send it — or request it through our online Trust Center, where our security controls and policies are published.

Signed and owned by our founders

We stand behind every promise in this document, personally. If we ever fall short, call either of us directly.



Kevin Nichols
Co-founder & CEO, CAL IT Group



Joe Kemp
Co-founder & Director of Technical Services, CAL IT Group

866.24.CALIT info@calitgroup.com calitgroup.com/service-commitments