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Richard Palm
Director of Event Technology
Atlanta Marriott Marquis

iBAHN® assures flawless meetings at the Marquis

As the hotel manager of the Atlanta Marriott Marquis, Erica Qualls can summarize the key to her property’s conference business in one word. That word is rebook. “If we cannot rebook the business, it just doesn’t work,” Qualls said. She praises iBAHN® for being a key component in making sure that groups come back to the Marquis.

“Our relationship with iBAHN is outstanding,” Qualls said. “Any meeting planner will tell you technology is about ease. Working with iBAHN assures that your meeting will go flawlessly.” Richard Palm, director of event technology at the Marquis, adds that iBAHN has been proactive with helping the property remain current with the latest technology. “The ability to offer either wired or wireless connections from a conference point of view in any of our meeting space in today’s environment is crucial,” Palm said. “The client insists upon it. And we can offer a combination of both wired and wireless, so that the client can use both seamlessly.” Along with top-notch equipment, Qualls knows the service provided by her Atlanta-based iBAHN Sales Executive Mike Clanton and Field Service Engineer Adam Zarett is second to none.

“Mike is very detail oriented and Adam is a technical guru,” Qualls said. “There hasn’t been anything these guys can’t do. The meetings planners particularly appreciate having Mike and Adam at the pre-conference meetings.” Palm appreciates just how quickly both Clanton and Zarett react to the needs of the property, specifically when a large group makes a last minute technology request that wasn’t a part of their original bid. “It’s a source of confidence to know I can reach Adam and he can come down, even at night or on the weekends,” Palm said. “(iBAHN) gives us a competitive advantage and a feeling that we actually give the guest a value and a service on which they can rely,” Palm summarized. “We have a force behind us so we are able to back up what we say.”

Atlanta Marriott Marquis at a Glance

- 1,675 guest rooms
- 120,000 square feet of meeting space

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