



Residence Inn by Marriott®
Pittsburgh Cranberry Township
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TO WHOM IT MAY CONCERN:

I am the General Manager of the Residence Inn in Cranberry Township, PA. The Account Executive, Eddie Rosenberg stopped at the hotel on a regular basis trying to convince us to switch our internet and phone systems to ITG. He never gave up on us. Since I was ready to replace both systems I decided to consider his company. We started with the phone system. I received three bids and ITG's was the best! After much consideration and checking references, we decided to go with them. I can honestly say that the transition went very smoothly. The technicians stayed with us until everyone understood the new system and were always available to help with any questions or issues we had. We had very few issues but when we did they were resolved quickly.

The next year we were ready to upgrade our internet system. We had been very unhappy with the company we were with which was a Marriott approved vendor. Although ITG was not an approved company we got approval to use them as long as they met all of our standards. Not only did they meet the Marriott standards they came up with a solution for our hotel to help with our out of country travelers to have enough bandwidth. We have many guests from China, Japan and India and upon returning to their rooms each evening would immediately use their sling boxes and start downloading movies and programs. We never had enough bandwidth and they would shut down our internet. ITG advised us on what we needed to have to provide the best system possible for our guests. Again, the transition went very smoothly and the technicians helped us throughout the whole process.

We have been working with ITG for over two years now and I do not have one complaint against them. Their whole staff from the owners, the account rep, the office personnel and all of the technicians have been more than helpful and are always there when we need them. There have been times when they have called us before we even knew we had a problem. I have not regretted switching to their company, in fact, I recommend them highly to all of other properties.

I feel that they would be a great addition to our Marriott approved vendors.

Bonnie Weyman
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