



Trinity Maxwell

Trinity Maxwell is a provider of business telecoms and IT in London. Founded in 2011, they have been working with Chess Partner since their establishment. Trinity Maxwell began by selling mobility but soon expanded to hosted voice following the market trends in the industry.

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Chess were our first partner and were very supportive in our early growth years. Despite us not having the scale to deliver volume, they had the faith that we would.

BEN MCGAWLEY | OPERATIONS DIRECTOR
TRINITY MAXWELL

PARTNER

trinitymaxwell 
THE ANSWER IS YES

SECTOR
**Telecoms
& IT**

SOLUTION
**Airtime &
Cloud PBX**

For More Information Please Get in Touch

Call Us Now: **0330 102 5627** Email: sales@chesspartner.co.uk Web: ChessPartner.co.uk



The Beginning

Trinity Maxwell was founded in 2011 by Nigel Waddell, Kris Weaver and Ben McGawley, who met while working at Vodafone. "We all had the same opinion, in that the majority of the companies providing network services offered little value above the network direct," recalls Ben, Operations Director at Trinity Maxwell. "We knew that if we invested in the infrastructure, built a customer-centric business and employed experienced and passionate people, we would be able to deliver what many had failed to do."

Choosing Chess

Chess offer one of the few Partner programmes on the UK market that boast a full portfolio of mobile distribution, wholesale products and billing services. "We chose Chess because of the experience of the team, their portfolio of products and their dedication to ensuring we got the support we needed to deliver a premium service to our clients," explains Ben.

Trinity Maxwell sell multiple products through Chess including, mobile connectivity, fixed line services, hosted telephony, "because Chess work hard on identifying best of breed solutions and ensure that we

have the support we need for both delivery of the solution and in-life care."

Ben continues, "for long term products Chess have a wealth of experience, for new products, they are very open to feedback, which is key."

"Chess have continued to work hard to understand our business and our clients and the challenges we face both now and in the future," says Ben. The whole Chess team are determined to provide exceptional partner support and everyone, from BDMs to Directors, are one phone call away. "Both our regular relationship managers and the directors at Chess meet with us regularly and provide insight into how our feedback has led to decisions in both product selection and resource alignment. This truly makes us feel valued as a partner."

The Growth

"For our first three years we doubled both revenue and profit, the expertise and support from Chess was key for this," says Ben. Initially, Trinity Maxwell were only offering mobility, but later on, expanded their portfolio with Cloud PBX - one of their key products at the moment. "In subsequent years we have grown

between 20-25% YoY for both revenue and profit as we expand our portfolio of solutions and also our team."

Differentiating themselves as providers of "Concierge" level customer service, for Trinity Maxwell "the online access is key to being able to deliver efficiency in the timeframe needed."

The Future

"The future of our business is an exciting one," says Ben. The telecommunications industry's digitalisation and diversification have led to its convergence with the IT sector. "Over the last five years, we have evolved to focus on Hosted Telephony and Security Solutions. It has taken both upskilling of the existing team and expanding our resources."

According to Trinity Maxwell, "this investment has been worthwhile as the feedback we get from our clients is fantastic and results in over 70% of our business coming from referrals. Customers truly appreciate how we support them in this evolving landscape, from selecting the best solutions, through managed implementation to make sure they are getting the most from their investment and then into ongoing support when they are given reporting, insight and

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Chess has always elevated itself through the people it has. They deliver both industry expertise and a willingness to always want to get the job done.

BEN MCGAWLEY | OPERATIONS DIRECTOR
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