



Case Study

Daniel Connal Partnership is a firmly established construction consultancy with a wide range of specialist skills. They think laterally in solving today's challenges, think forward to pre-empt future issues, and think commercially to maximise the value of their clients' buildings throughout their life-cycle.

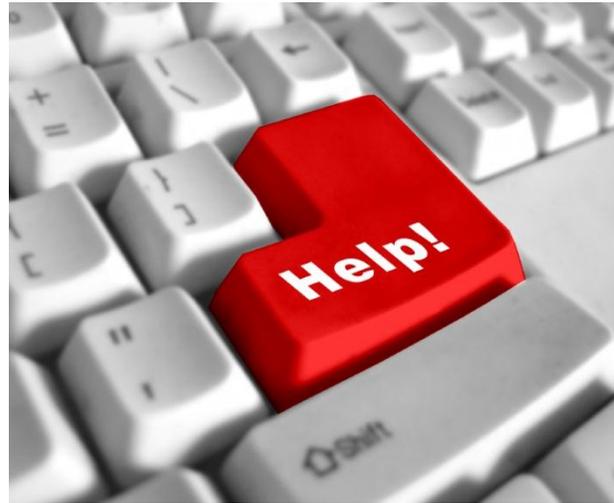
They've provided single or multiple consultancy services on thousands of stimulating projects throughout the UK, since their formation in 1946, using a highly co-ordinated approach to enable clients to benefit from their cross-functional skills and knowledge.

Clients say Daniel Connal Partnership's trademark is the care they apply to every single project; care that means timelines are met (and often beaten), budgets are adhered to, and quality exceeds expectation. Most importantly the client is consulted throughout and achieves his or her desired outcome.

Daniel Connal Partnership are known for choosing

highly skilled (and very friendly) people who are team-orientated and have multi-disciplinary talents. They look for dedication, diligence, enterprise, enthusiasm, integrity and willingness to listen to the client.

These are also qualities that Daniel Connal look for in a supplier.



Prior to choosing Trinity Maxwell as their "communications partner", Daniel Connal were a customer of one of the networks directly and were finding that their service model, being account managed by a call centre, was not delivering what they needed and was a very impersonal approach.

This level of service was dictated to them based on the number of mobile users they have, despite mobiles being a critical business tool and having high monthly expenditure.

In choosing a new provider, Daniel Connal determined that they wanted to stay on their network of choice but have a local company providing face to face account management and high levels of customer service.

"In choosing Trinity Maxwell we found the ideal partner. They showed a willingness to listen, they give us great service and have exceeded all of our expectations when it comes to monthly reporting and account management. Plus we didn't have to change networks" said Simon Jacklin, a Partner at Daniel Connal

"Choosing a local partner rather than a huge global organisation means we are treated like a highly prized customer, a rare feeling in this day and age".

Trinity Maxwell's independence means not having huge technology infrastructure to manage, allowing complete focus of investment and resources on delivering a truly first class customer experience.

To find out more about our services go to: www.trinitymaxwell.com

Or call us on 020 3137 8450

trinitymaxwell 
THE ANSWER IS YES