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Corporate Counsel Rank Troutman Pepper Among Top 50 Law Firms for Client Service

Firm recognized for ‘impressive improvement’ in 2021 BTI Client Service A-Team survey

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NEW YORK – In an independent survey of corporate counsel, Troutman Pepper ranks No. 44 in client service performance, according to the BTI Client Service A-Team 2021 report released today. Troutman Pepper also was among a group of 70 law firms that improved their client service at more than twice the rate of all other firms – stepping up and helping clients in new and unexpected ways.

The firm was recognized based on core activities defining client service, including its ability to mobilize resources quickly, field the absolute best team, quickly assess situations, and deliver value for the dollar. Troutman Pepper also was noted for its superior commitment to help, client focus, and understanding of the client's business, among other attributes.

“We are deeply committed to ensuring our clients have the absolute best experience with the firm,” said Dan Pulka, chief client care officer at Troutman Pepper. “This recognition is particularly meaningful because it’s based on client feedback received during the pandemic – we are proud to have been able to assist clients during such a critical period.”

Last year, Troutman Pepper created a Client Care Office to help deliver on the firm’s higher commitment to client care. The group partners with attorneys and professional staff to provide value to clients, develop creative and innovative solutions to meet clients’ needs, and ensure all clients receive consistently excellent service.

BTI, a leading provider of strategic research to the legal community, based its 2021 Client Service A-Team rankings on more than 350 in-depth telephone interviews with the highest-ranking legal decisions makers at companies across more than 15 industry segments. The report is a data-driven ranking that is sponsored solely by BTI. No law firm or attorney influences the results, submits nominations or provides client names to BTI.

About Troutman Pepper

Troutman Pepper is a national law firm known for its higher commitment to client care. With more than 1,200 attorneys in 23 U.S. cities, the firm partners with clients across every industry sector to help them achieve their business goals. Read more about the firm’s litigation, transactional, and regulatory practices at troutman.com.