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How Troutman Pepper Puts Client Service Front and Center

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[Daniel P. Pulka](#)

Soon after the merger of its predecessors, Troutman Pepper in 2020 created an office devoted exclusively to client care, led by a chief client care officer with decades of experience in marketing, business development and client experience.

Daniel Pulka says he and the office he leads are “the tip of the spear” when it comes to finding ways for the law firm to discover what its clients need and what they value, and then delivering.

[Access the *Law360 Pulse* feature article here.](#)