

Troutman Pepper Locke Honored With Client Savvy's 2026 Excellence in Client Experience Award

NEW YORK – Troutman Pepper Locke has been awarded Client Savvy's 2026 Excellence in Client Experience Bronze Award, recognizing the firm's continued commitment to delivering exceptional client service. The award honors top-performing professional services firms based entirely on client feedback. Recipients are distinguished by their ability to consistently align with client expectations and deliver experiences that clients would highly recommend to others.

"This recognition is especially meaningful because it reflects the voices of our clients," said [Linda Sanders](#), director of client experience. "At Troutman Pepper Locke, we are deeply committed to listening to our clients and translating those insights into meaningful action. This award reinforces our focus on building strong partnerships, delivering value beyond the bill, and continuously improving how we serve our clients."

The Excellence in Client Experience Award is based on Client Savvy's independent analysis of client feedback collected between Jan. 1, 2025, and Dec. 31, 2025. Firms that achieve this distinction demonstrate a consistent ability to deliver a high-quality client experience and foster long-term, trusted relationships.

Client Savvy is a premier provider of customer feedback software designed for architecture, engineering, construction, and legal organizations owned by ClearlyRated, a leader in client experience measurement and analytics for professional services firms.

Troutman Pepper Locke's client experience strategy includes a robust client listening program, tailored client team initiatives, and ongoing investments in innovation and service delivery models designed to meet the evolving needs of today's legal departments. In 2022, the firm launched its standard-setting client value program, [Troutman Plus](#). The program combines the services of attorneys and skilled professionals across the firm to provide clients with tailored solutions in areas like innovation, pricing, legal project management, pro bono, and more. Clients of all sizes and across industries have benefited from the program.

Troutman Pepper Locke

Troutman Pepper Locke helps clients solve complex legal challenges and achieve their business goals in an ever-changing global economy. With more than 1,600 attorneys in 30+ offices, the firm serves clients in all major industry sectors, with particular depth in energy, financial services, health care and life sciences, insurance and reinsurance, private equity, and real estate. Learn more at troutman.com.