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Troutman Pepper Locke Wins Client Savvy 2025 CX-cellence Award for Horizons Legal Operations Summit

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NEW YORK – Troutman Pepper Locke has earned a [2025 CX-cellence Award](#) from Client Savvy for the Horizons Legal Operations Summit, highlighting the firm's commitment to innovation, strategic thinking, and bold client experiences. The winners will be recognized at Client Savvy CXps 2025 June 12-13 in Puerto Rico.

The Summit is a client experience initiative bringing together legal operations leaders to safely discuss their challenges and best practices with industry peers in a confidential, structured space. It was created in response to feedback from key clients' legal operations leaders expressing interest in networking with their peers, benchmarking their practices, and learning about successful strategies from other companies. The program has been pivotal in identifying key insights for enhancing client service, including the importance of acting as a strategic business partner to clients, responsiveness, budget transparency, and asking the right questions to better understand clients' needs.

The Summit is spearheaded by [Linda Sanders](#) and Stephanie Simpson from the marketing, business development, and client experience department. They collaborate with colleagues across various departments, including innovation solutions, pricing, and intake and conflicts services, to develop and deliver meaningful and substantive content. The firm hosts the Summit three times a year with two in-person regional programs and one virtual program. Drawing from each key program in the firm's client experience portfolio, including its Client Listening, Key Client, and [Troutman Plus](#) Programs, the Summit plays an integral role in Troutman Pepper Locke's commitment to delivering value through client-centered innovation and excellence.

Troutman Pepper Locke

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