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# Troutman Pepper's Chief Client Experience Officer Shortlisted for Financial Times' Most Innovative Intrapreneur Award

**Firm's Market-Leading Client Value Program and Dynamic MobileOne App Also Among Finalists for 2022 Innovative Lawyers Awards**

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NEW YORK – Troutman Pepper's Chief Client Experience Officer, [Dan Pulka](#), has been shortlisted in the Most Innovative Intrapreneur category for *The Financial Times'* [2022 Innovative Lawyers Awards North America](#). The category recognizes intrapreneurs who have helped their firms change “culture, behaviors, processes, and adapt to be more relevant to their people and clients.”

At Troutman Pepper, Pulka has professionalized client-centric service and value by focusing on understanding and addressing client needs. Since spearheading the creation of the firm's Client Experience Department, Pulka has worked with teams across the firm to establish two champion programs that reinforce Troutman Pepper's service-first approach. Under his leadership, the firm has launched an internal service program, Solve to Serve, and a market-leading client value program, [Troutman Pepper Plus](#).

The Troutman Pepper Plus program is also up for a *Financial Times* award in the Innovation in Client Delivery category. Additionally, the firm's MobileOne app designed to improve employee experiences and work efficiencies is a finalist in the Innovation in People and Skills Management category.

The annual *Financial Times* Innovative Lawyers Awards North America report is developed by *Financial Times* in partnership with RSGi Consulting. Winners are selected following a nomination cycle and extensive research that includes telephone interviews, questionnaires, and reviews. Market experts are also called in to assess the submissions and research.

Winners will be announced at a Dec. 5 [awards dinner](#) at Gotham Hall in New York.

## About Troutman Pepper

Troutman Pepper is a national law firm with more than 1,200 attorneys strategically located in 23 U.S. cities. The firm's litigation, transactional, and regulatory practices advise a diverse client base, from start-ups to multinational enterprises. The firm provides sophisticated legal solutions to clients' most pressing business challenges, with

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