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Troutman Pepper's Client Experience Team Shortlisted for 'Best Business Team' Award for Second Consecutive Year

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NEW YORK – Troutman Pepper has been named a finalist in the “Best Business Team” category of the [2023 American Lawyer Industry Awards](#), which recognize the most exceptional lawyers, law firms, legal departments, and organizations in the country. This recognition marks the second consecutive year that the firm’s Client Experience team has been honored as a finalist in this category.

The “Best Business Team” award celebrates teams that have been allowed to, and have had, an identifiable impact on their organization, from how it is run to the client work it has brought in and anything in between. Troutman Pepper made the shortlist based on the work of its Client Experience team and its unique approach to client service and value.

“Troutman Pepper’s Client Experience team understands the importance of client service and has been instrumental in developing value-added solutions for our clients,” said [Dan Pulka](#), the firm’s chief business development and marketing officer. “This recognition reflects the firm’s unwavering commitment to creating meaningful, long-lasting partnerships with our clients and our dedication to innovation and continuous improvement.”

Since its inception, the Client Experience team has revolutionized the way law firms approach client service. By adopting a client-centric approach and focusing on understanding and addressing client needs, Troutman Pepper has set a new standard for client experience in the legal industry. This innovative approach closely aligns with the customer experience strategies of major consumer brands.

The “Best Business Team” nomination recognizes the Client Experience team’s recent projects to enhance service with clients, attorneys, and business professionals. One notable achievement is the launch of [Troutman Pepper Plus](#), the firm’s standard-setting client value program that aims to connect clients with additional resources, create innovative solutions, and provide key insights to deliver efficiency and build stronger relationships. The honor also recognizes the Client Experience team’s role in the firm’s Client Development and Executive Leadership Program — an intensive partner training program focused on building and strengthening client relationships, developing teams, and establishing a leadership profile — as well as the team’s work to establish internal service standards for our business professional departments.

Winners of the 2023 American Lawyer's Industry Awards will be announced on November 15 at an awards reception in New York City.

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. Troutman Pepper provides sophisticated legal solutions to clients' most pressing business challenges, with depth across industry sectors, including energy, financial services, health sciences, insurance, and private equity, among others. Learn more at troutman.com.