BARNES & THORNBURG LLP

COLLABORATION AND CLIENT EXPERIENCE

CLIENT-DRIVEN CONVERSATIONS

Success begins with communication. Open, honest, frequent communication is at the heart of building a meaningful relationship. Our goal is to provide a collaborative experience, helping clients reach their business objectives through the services we provide.

We don't just work for you, we collaborate with you. To help reach your goals, we offer dedicated resources to assess, listen and provide 'voice of the client' data back to our attorney teams to serve clients more effectively.

We have a dedicated client service team – unique among law firms – whose primary function is to bring "the voice of the client" into the firm and ensure clients have a positive experience.

We put a high priority on client feedback, which we are open to at any point in an engagement. We listen and connect through formal client feedback surveys, end-of-matter debriefs, annual interviews and ongoing management discussions. The goal is always to assess how we can improve, be more collaborative, and add value.

Clients can expect a service approach tailored to their unique goals and needs. We will take the time to consult with you to fully understand your goals, expectations, and communication preferences in order to develop a strategic path that best aligns with your interests.

Our goal is to build a long-term, sustainable alliance with our clients.

We have recurring collaboration meetings with clients on their schedules to talk about how we are meeting their needs beyond our legal engagements. This aligns our team with yours, ensuring everyone is on the same page regarding business objectives, strategies and next steps.

We regularly provide Continuing Legal Education (CLE) seminars and webinars to keep our clients up to speed on new legal issues.

Quick Links

About BT ValueWorks

Client-Driven Conversations

Collaborative Technology

Pricing Solutions

OUR TEAM

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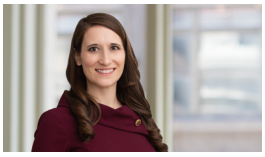

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We are here for you. Any needs, anytime.

We have helped clients by arranging complimentary meeting space in our offices, have organized charitable events important to our clients, and have helped clients with document retention and logistics, and a myriad of other custom approaches. We welcome any ideas, whether big or small – we want to be your partner, not just your lawyer.

Julie Johnson

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