



Maggie Molloy serves as client relationship manager for Barnes & Thornburg, where she works closely with attorneys and clients in the management of ongoing client relationships and operations.

Maggie identifies and recommends thoughtful value-added approaches including process improvements, opportunities for collaboration and other team efforts that are aligned with client growth objectives. She is a former litigation partner weaving her vast experience in practice into her role to better serve attorneys and clients alike.

Maggie works closely with relationship partners and clients in the management of ongoing key relationships and operations. Maggie's role includes assessing client satisfaction through a variety of feedback initiatives and collaborating with attorney teams to develop and execute customized client-focused initiatives to deepen client relationships. She serves as a strategic adviser on client experience best practices throughout the firm, providing advice and guidance to client teams to more effectively partner with clients. Maggie also serves as an instructor of the LPM training program panel team, teaching project management techniques to lawyers and clients.

Her previous role within BTValueWorks included monitoring and tracking client portfolios and well as large ongoing matters to ensure adherence to budgets/AFAs, working with partners and clients to manage changes in the scope of work and/or budgets. She worked with lawyers across the firm to develop tools and resources to manage matters more effectively. Her past experience provides unique insight into the full life cycle of legal operations with clients.

Maggie serves as a member of the firm's BT ValueWorks program – a suite of pricing, process and technology solutions – that bring greater value, efficiency and predictability to the delivery of legal services. BT ValueWorks has been featured in Forbes, The American Lawyer, Law.com, Corporate Counsel Business Journal and various other industry publications.

Maggie Molloy

Client Relationship Manager

11 S. Meridian Street
Indianapolis, IN 46204-3535

P 317-231-7719

F 317-231-7433

Maggie.Molloy@btlaw.com

EDUCATION

Indiana University Robert H. McKinney School of Law, (J.D.), editor of the Indiana International and Comparative Law Journal, 2003

Indiana University, (B.S.), business, 1999

LANGUAGES

English

PRACTICES

BT ValueWorks

Professional and Community Involvement

Member, Indianapolis Bar Association

Member, Legal Marketing Association