

NELSON MULLINS CLIENT SERVICE MODEL

STRIVING TO UNDERSTAND BUSINESS OBJECTIVES

We work to understand your business to best align legal services with your overall business objectives.

ENDEAVORING TO UNDERSTAND EXPECTATIONS

Prior to the start of every matter we focus on understanding your expectations.

DETERMINING THE SCOPE OF WORK

We strive to ensure that all parties have a clear understanding of what we are engaged to do.

SEEKING TO MINIMIZE THE UNEXPECTED

We seek to minimize or eliminate surprises relative to fees, timing or potential risks.

EMPHASIZING COMMUNICATIONS

We discuss how and when you want to be updated on the status of a certain matter and what protocols are to be followed.

ASSESSING SERVICE QUALITY

We ask for feedback on our service quality and opportunities for improvement.

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Nelson Mullins
Nelson Mullins Riley & Scarborough LLP

INNOVATIVE LEGAL SOLUTIONS
FOR INNOVATIVE COMPANIES

THE FIRM

- Founded in 1897
- More than 500 lawyers and other professionals
- Fifteen offices
- Nelson Mullins provides advice and counsel in litigation, corporate, economic development, securities, finance, intellectual property, government relations, regulatory, healthcare, environmental, real estate, labor and employment, privacy and security, and other needs of clients
- Nelson Mullins lawyers have handled cases in most states and argued before many appellate courts
- Nelson Mullins clients range from Fortune 500 companies to venture-backed and emerging enterprises to start-ups
- Nelson Mullins lawyers are leaders in the profession, with the president of the ABA, four past presidents of DRI - The Voice of the Defense Bar, and four past presidents of Lawyers for Civil Justice
- Nelson Mullins professionals include a former U.S. Secretary of Education and former Governor of South Carolina, a former Lt. Governor of North Carolina, two former U.S. Ambassadors, members of Congress, and other government and community leaders
- Nelson Mullins maintains vigorous diversity, pro bono, and community programs

HOW IS NELSON MULLINS DIFFERENT?

LESS LEVERAGE. Nelson Mullins is committed to less leverage, more partner involvement.

COORDINATION. Our client-first commitment and our service model are based on responsible client-partner coordination and simplifying contacts and the management of matters.

COST EFFICIENT. We strive to have a lower-cost infrastructure than many of our competitors and, when appropriate, we utilize technology to deliver efficient and cost-effective legal services including legal project management and knowledge management systems.

CORPORATE EXPERIENCE. Many of our attorneys have in-house experience, which gives us an understanding of corporate culture and experience that extends beyond the private practice of law.

ALTERNATIVE FEES. We believe in and deliver alternative and flexible fee structures when appropriate. In 2013, approximately 33 percent of all firm fees were based on alternative fee structures.

FLEXIBILITY. We have the depth and breadth of a large firm, but our flexible structure allows a personal and entrepreneurial approach to serve our clients.

DIVERSITY. We offer the strength and resources of attorneys and professional staff experienced in a range of industries.

