

Benesch Managing Partner Gregg Eisenberg Profiled in Cleveland Jewish News on Client Experience at Large Firms

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Benesch Managing Partner [Gregg Eisenberg](#) was featured in *Cleveland Jewish News* discussing the benefits of working with a larger firm while ensuring clients feel valued and supported - not like a cog in the machine. He emphasized the importance of leveraging the firm's full resources while maintaining a highly personalized approach.

Benesch recently became the [only law firm to ever receive](#) the 2025 Gold Excellence in Client Experience Award from ClientSavvy, recognizing its strong client service philosophy and dedicated approach. Client experience remains a key pillar of the firm's culture.

"Really knowing your client, including their business, their goals and their challenges, is key. At Benesch, we want every client to feel known, valued and heard. A large firm can bring incredible resources to the table, but it's the personal connection, treating each client as a partner, communicating clearly and investing in the long-term relationship that makes those resources truly work for them," said Gregg. "It's about anticipating needs, being responsive and delivering solutions tailored to each client's unique objectives."

Read the full article [here](#).