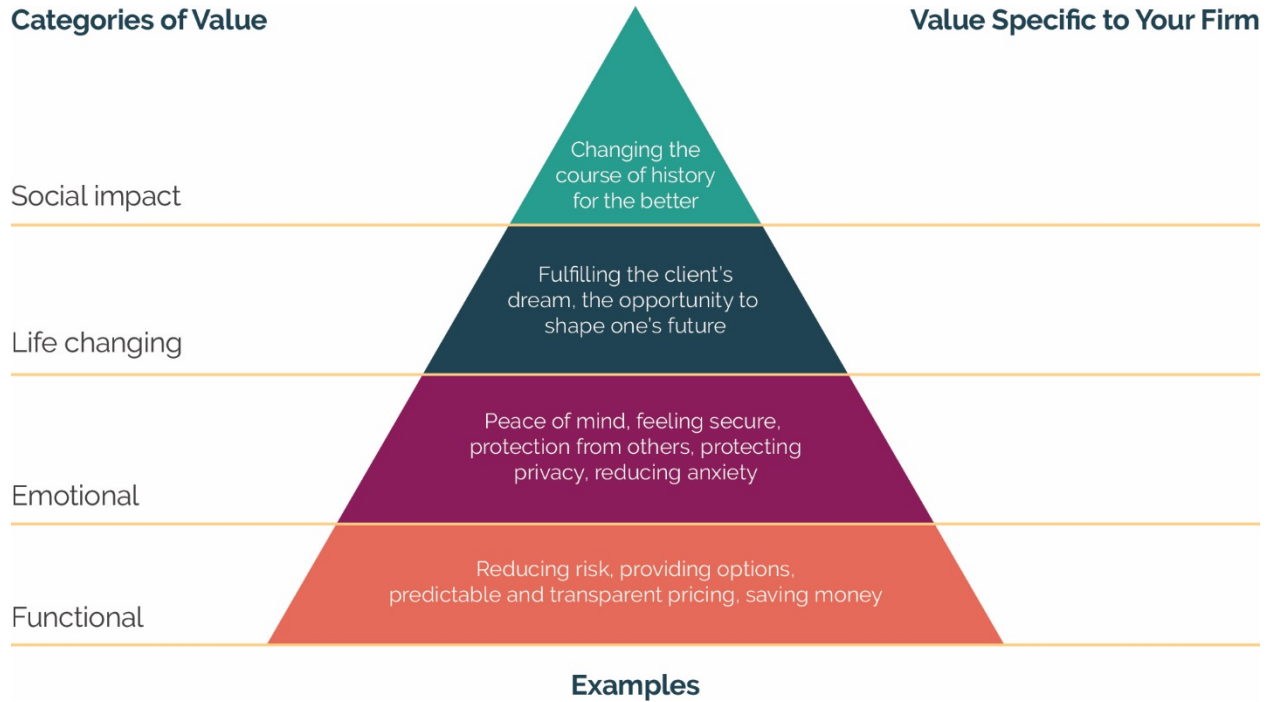




Ensuring access to justice for all



ELEMENTS OF VALUE PYRAMID



Remember, value can be delivered two different ways: (1) through the delivery of a solution to the client's legal problem, and (2) through the process of delivering the solution (think customer service).