



RECOGNITIONS

Barnes & Thornburg Lauded For Client Service By BTI Consulting

March 31, 2021

Barnes & Thornburg has been ranked No. 38 on BTI Consulting's 2021 Client Service A-Team list, continuing the firm's climb, growth, and value to clients. Despite the recent challenges faced during COVID-19, Barnes & Thornburg jumped 19 spots in the rankings, indicating that clients are happier than ever with the level of service the firm is providing.

The firm was in the top 25 for the following categories:

- Deals With Unexpected Changes
- Fielding the Absolute Best Team
- Quality Products
- Quickly Assessing Your Situation
- Understands the Client's Business

The firm also was highly ranked for these BTI Client Service A-Team categories:

- Advises on Business Issues
- Anticipates the Client's Needs
- Client Focus
- Commitment to Help

- Handles Problems
- Legal Skills
- Keeps Clients Informed
- Meets Core Scope
- Mobilizes Resources
- Providing Value for the Dollar

BTI Consulting conducts a confidential and anonymous survey of 350 top legal decision-makers at large organizations with \$700 million or more in revenue. According to BTI's research, "650 core law firms serve large and Fortune 1000 clients. However, only 282 law firms, down from 340 last year, are singled out — by name — by legal decision-makers for their prowess in at least 1 of the 17 activities driving superior client relationships."

With more than 700 attorneys and other legal professionals, Barnes & Thornburg is one of the largest law firms in the country. The firm serves clients worldwide from offices in Atlanta, California, Chicago, Delaware, Indiana, Michigan, Minneapolis, New York, Ohio, Raleigh, Salt Lake City, Texas and Washington, D.C. For more information, visit us online at www.btlaw.com or on Twitter @BTLawNews.