

## GCs Name 312 Attorneys Absolutely Best at Client Service

February 11, 2016

312 attorneys stand out as absolutely best at client service. Not just great—but head and shoulders above the rest as defined solely by clients. These are the [BTI Client Service All-Stars 2016](#).

The class of 2016 BTI Client Service All-Stars is especially impressive. Corporate counsel are [the most demanding they have ever been](#). Approximately 25% to 30% of clients are using new measures and metrics to evaluate their outside counsel. Yet, these BTI Client Service All-Stars rise above and beyond the challenge.



No attorney or firm can self-nominate, self-refer nor pay to be included. The only possible avenue for becoming a BTI Client Service All-Star is for corporate counsel to identify an attorney who stands out—above all the others—for delivering superior client service, in an unprompted manner. Only clients select and decide.

Highlights from the *BTI Client Service All-Stars 2016* include:

### ***All-Star MVPs—Named by Corporate Counsel in Consecutive Years:***

One attorney has been named a BTI Client Service All-Star for a stunning 14 years:

- H. Rodgin Cohen, Senior Chairman, Sullivan & Cromwell

3 All-Stars have been named more than 5 consecutive years in a row:

- Leslie A. Lanusse, Partner, Adams and Reese—6 years
- Gerald L. Maatman, Jr., Partner, Seyfarth Shaw—5 years
- Jeffrey N. Ostrager, Partner, Curtis—5 years

In all, only 61 attorneys—a mere 19% of the All-Stars—are making repeat appearances. Corporate counsel report these MVPs remain at the top of their game, continuously navigating the ever-changing currents of the client service tide.

### ***Super All-Stars—Attorneys Named by Multiple Clients This Year:***

The number of Super All-Stars has more than doubled from last year. The 9 Super All-Stars for 2016 are:

- M. Hill Jeffries, Partner, Alston & Bird
- Ethan A. Klingsberg, Partner, Cleary Gottlieb Steen & Hamilton
- Peter J. Eyre, Partner, Crowell & Moring
- Richard D. Truesdell, Jr., Partner, Davis Polk & Wardwell
- James B. Manley, Jr., Partner, Dentons

***Super All-Stars—Attorneys Named by Multiple Clients This Year (cont.):***

- Jacob D. Bylund, Partner, Faegre Baker Daniels
- Michael J. Solecki, Partner, Jones Day
- Roy Bash, Practice Chair, Polsinelli
- James B. Aronoff, Partner, Thompson Hine

***Cultivating Firm-wide Success:***

Only 8 law firms are home to 5 or more BTI Client Service All-Stars. These firms account for 52 BTI Client Service All-Stars—suggesting a culture of client service which is more dominant than at other firms. 7 of these law firms are also singled out by clients in the [BTI Client Service A-Team 2016](#), appearing on this year's BTI Client Service 30. These 8 firms are:

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|--|--------------------------------|
| • Jones Day                            | 8 BTI Client Service All-Stars |
| • Skadden, Arps, Slate, Meagher & Flom | 8 BTI Client Service All-Stars |
| • Dentons                              | 7 BTI Client Service All-Stars |
| • BakerHostetler                       | 6 BTI Client Service All-Stars |
| • Gibson, Dunn & Crutcher              | 6 BTI Client Service All-Stars |
| • Mayer Brown                          | 6 BTI Client Service All-Stars |
| • Reed Smith                           | 6 BTI Client Service All-Stars |
| • Morgan Lewis                         | 5 BTI Client Service All-Stars |

7 firms outside the top 200 largest firms are home to multiple BTI Client Service All-Stars with 18 total All-Stars:

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|---|--------------------------------|
| • Arnall Golden Gregory                     | 3 BTI Client Service All-Stars |
| • Bass, Berry & Sims                        | 2 BTI Client Service All-Stars |
| • Burke, Williams & Sorensen                | 2 BTI Client Service All-Stars |
| • Epstein Becker Green                      | 2 BTI Client Service All-Stars |
| • Jones Walker                              | 3 BTI Client Service All-Stars |
| • Scopelitis, Garvin, Light, Hanson & Feary | 3 BTI Client Service All-Stars |
| • Sherman & Howard                          | 3 BTI Client Service All-Stars |

We congratulate each and every BTI Client Service All-Star on their ability to stand above all others in the court of client service. [Click here to see every attorney](#) we celebrate for client service excellence as measured by clients—the one source who matters most.