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BTI Consulting Group Names Michael Best in Client Service A-Team Report

Michael Best is again included among the top law firms in BTI Consulting Group's *Client Service A-Team 2021: Survey of Law Firm Client Service Performance*.

The BTI Client Service A-Team is limited solely to law firms considered by clients to deliver the absolute best levels of client service. Michael Best is ranked a standout in investing in client relationships, as well as a standout in client-facing communication. Corporate counsel rank Michael Best number 97 in client service performance, up from 104 last year.

The BTI *Client Service A-Team 2021* is based on the analysis on 17 activities clients use to define and evaluate client service. Of the 17 activities, clients listed these 7 as the most influential:

- Mobilizes Resources Quickly — new this year
- Fielding the Absolute Best Team — new this year
- Quickly Assessing the Situation — new this year
- Commitment to Help
- Delivering Value for the Dollar
- Client Focus
- Understanding Your Client's Business

"We are honored to not only be included in this noteworthy list of law firms, but to improve our ranking over the last year," stated David A. Krutz, Firm Managing Partner. "The pandemic further strengthened our relationships with our clients as we boosted our day-to-day communications while continuing to consistently deliver exceptional legal services."

The research reveals 650 core law firms serving large and Fortune 1000 clients, and of those interviewed, 340 law firms are singled out by legal decision makers for their prowess in driving superior client relationships. This report is the only law firm ranking based solely on unprompted feedback from corporate counsel.

For more information, visit the BTI Consulting Group's website [here](#).

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