

## White and Williams Recognized by BTI Consulting Group for Client Service

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White and Williams is proud to be included in BTI Consulting Group's report of "The 70 Law Firms Improving Client Service Performance More Than All Others."

The pandemic forced law firms to navigate and respond instinctively as new client situations popped up daily and weekly. White and Williams was quick to establish a Covid-19 team and resource center to help clients navigate the rapidly developing business and legal issues brought on by the pandemic and provide timely and practical advice. This recognition is a testament to the firm's commitment to provide clients with best-in-class service and the trust that clients have instilled in the firm.

The analysis, which was conducted over the last 10 months, is based on 350 interviews with general counsel and other in-house legal officials at businesses with at least \$1 billion in annual revenue. Legal officials were asked to rate law firms they work with on a range of client service activities, including understanding the client's business, uniformity of service, dealing with unexpected changes, unprompted communication and anticipating clients' needs. During the analysis, BTI Consulting identified roughly 600 law firms that interact with the businesses it interviewed and 70 firms were recognized for improved client service.

Read The Mad Clientist post and list of firms.