



Executive Summary

The Survey of Client Service Performance for Law Firms: *The BTI Client Service A-Team*



2009

prepared by

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B T I

Table of Contents

Introduction

About The Survey of Client Service Performance for Law Firms:

The BTI Client Service A-Team.....	2
Superior Client Service a Competitive Advantage	2
The A-Team—Clients Rank Law Firms	2
The Best of the Best Get Even Better	2
The Best of the Best: <i>The BTI Client Service 30</i>	3
Compare Your Firm to <i>The 2009 Client Service 30</i>	3
Clients Define the Key Activities that Drive Superior Relationships.....	4
4 Activities Deliver Superior Financial Rewards.....	4
5 Activities Bolster the Case for Client Loyalty	4
6 Activities Are the Price of Admission	4
2 Activities Are Critical to the Best and Least Cost-Sensitive Clients.....	4
Ranking the AmLaw 200.....	4
Breaking Boundaries and Setting Standards in Superior Client Service	5
<i>BTI Client Service Hall of Fame</i>	5
<i>BTI Client Service Superstars</i>	5
<i>BTI Client Service Standouts</i>	5
<i>BTI Client Service All-Pros</i>	5
<i>BTI Client Service Alumni</i>	5
<i>BTI Client Service Most Improved</i>	5
<i>BTI A-Team Watch List</i>	5
On the Other Side of the Coin: The Most Arrogant Law Firms	5
BTI’s Methodology and Approach	6

Client Service and Satisfaction in an Economic Downturn

Client Service and Satisfaction in an Economic Downturn	8
Client Satisfaction Climbs in Face of Economic Decline	8
4 Activities Most Important to Clients During Unrest	8

Key Factors Driving Client Relationships:

The Best of the Best

17 Activities that Drive Superior Client Relationships.....	11
Client-Driven, Client-Defined Attributes	11
Deliver Superior Financial Rewards: The 4 Most Strategic Activities	12
Bolster the Case: Further Cement Client Loyalty	12
Price of Admission: Gets You in the Door.....	12
The Paradox Box: Critical for the Least Price Sensitive Clients	12



B T I

Table of Contents

Best at Activities that Deliver Superior Financial Rewards

Client Focus: The Key to Superior Financial Rewards	14
Best of the Best at Client Focus	16
Leaders of the Best at Client Focus.....	16
Honor Roll of Law Firms Best at Client Focus	16
Commitment to Help Clients Boosts Client Retention	19
Best of the Best at Commitment to Help.....	20
Leaders of the Best at Commitment to Help.....	20
Honor Roll of Law Firms Best at Commitment to Help	20
Understanding the Client’s Business Key to Improving Client Service.....	23
Best of the Best at Understanding the Client’s Business	24
Leaders of the Best at Understanding the Client’s Business.....	24
Honor Roll of Law Firms Best at Understanding the Client’s Business	24
Providing Value to Clients Boosts <i>Your</i> Value.....	27
Leaders of the Best at Providing Value for the Dollar	28
Honor Roll of Law Firms Best at Providing Value for the Dollar	28

Best at Bolstering the Case for Loyalty

Breadth of Services: Boosting Business and Client Retention.....	32
Best of the Best at Breadth of Services.....	33
Leaders of the Best at Breadth of Services	33
Honor Roll of Law Firms Best at Breadth of Services	33
Target Clients’ Top Priorities: Advise on Business Issues.....	35
Best of the Best at Advising on Business Issues.....	36
Leaders of the Best at Advising on Business Issues	36
Honor Roll of Law Firms Best at Advising on Business Issues	36
Regional Reputation Equals Local Knowledge	39
Leaders of the Best at Regional Reputation.....	40
Honor Roll of Law Firms Best at Regional Reputation	40
Unprompted Communication Bolsters Client Loyalty	42
Best of the Best at Unprompted Communications.....	43
Leaders of the Best at Unprompted Communications	43
Honor Roll of Law Firms Best at Unprompted Communications.....	43
National Resources Respond to Client Needs	46
Best of the Best at Bringing Together National Resources.....	47
Leaders of the Best at Bringing Together National Resources	47
Honor Roll of Law Firms Best at Bringing Together National Resources	47



B T I

Table of Contents

Best at Activities Necessary to Do Business

Back to Basics: Keeping Clients Informed	50
Best of the Best at Keeping Clients Informed.....	51
Leaders of the Best at Keeping Clients Informed.....	51
Honor Roll of Law Firms Best at Keeping Clients Informed	51
Legal Skills Abound.....	54
Best of the Best at Legal Skills	55
Leaders of the Best at Legal Skills.....	55
Honor Roll of Law Firms Best at Legal Skills	55
Clients Expect Quality Products	58
Best of the Best at Quality Products	59
Leaders of the Best at Quality Products.....	59
Honor Roll of Law Firms Best at Quality Products.....	59
Dealing with Unexpected Changes Essential.....	62
Leaders of the Best at Dealing with Unexpected Changes	63
Honor Roll of Law Firms Best at Dealing with Unexpected Changes	63
Handling Problems a Minimum Requirement.....	65
Best of the Best at Handling Problems.....	66
Leaders of the Best at Handling Problems.....	66
Honor Roll of Law Firms Best at Handling Problems	66
Clients Demand that Law Firms Meet Technical Specifications.....	69
Leaders of the Best at Meeting Technical Specifications	70
Honor Roll of Law Firms Best at Meeting Technical Specifications	70

Activities Critical to the Best Clients

The Paradox Box: Anticipating the Needs Valued by the Most Attractive Clients.....	73
Best of the Best at Anticipating the Client's Needs	74
Leaders of the Best at Anticipating the Client's Needs.....	74
Honor Roll of Law Firms Best at Anticipating the Client's Needs.....	74
Going Global: High Value to a Select Group of Clients	77
Best of the Best at International Capability	78
Leaders of the Best at International Capability	78
Honor Roll of Law Firms Best at International Capability.....	78



B T I

Table of Contents

Which Law Firm Is Most Arrogant

Consistency in Most Arrogant Brand.....	81
Law Firms Most Often Cited as Being Most Arrogant.....	82
Law Firms Frequently Cited as Being Most Arrogant.....	82
Law Firms Cited as Being Most Arrogant	82

The BTI Client Service 30

The BTI Client Service 30: The Cream of the Crop	85
The BTI Client Service 30: Setting the Client Service Standard	86
The BTI Client Service 30	86
The BTI Client Service 30	87
Client Satisfaction on the Rise	87
Large and Mid-Sized Law Firms Gain Ground—Small Firms Hold on Strong	87
Superior Client Service Pays Off	87
The BTI Client Service 30 for 2009	88
Five-Time Client Service Champion: Jones Day.....	88
<i>BTI Client Service Hall of Fame</i>	88
<i>BTI Client Service Superstars</i>	89
<i>BTI Client Service Standouts</i>	89
<i>BTI Client Service All-Pros</i>	89
<i>BTI Client Service Alumni</i>	90
<i>BTI Client Service Rookies of the Year</i>	90
<i>BTI Client Service Most Improved</i>	91
<i>BTI A-Team Watch List</i>	91



B T I

Table of Contents

The BTI Client Service 30: Profiles

1. Jones Day.....	93
2. Mayer Brown.....	94
3. Sidley Austin	95
4. Skadden, Arps, Slate, Meagher & Flom	96
5. Sullivan & Cromwell.....	97
6. Kirkland & Ellis	98
7. Reed Smith	99
8. Cravath, Swaine & Moore.....	100
9. Troutman Sanders.....	101
10. Morgan Lewis.....	102
11. Dorsey & Whitney.....	103
12. Davis Polk & Wardwell.....	104
13. Baker Botts	105
14. Bryan Cave	106
15. Hunton & Williams	107
16. Gibson, Dunn & Crutcher	108
17. Faegre & Benson.....	109
18. Alston & Bird	110
19. Cleary Gottlieb Steen & Hamilton	111
20. Willkie Farr & Gallagher	112
21. Paul, Weiss, Rifkind, Wharton & Garrison	113
22. McGuireWoods.....	114
23. Vinson & Elkins.....	115
24. Thompson Hine	116
25. Fulbright & Jaworski.....	117
26. Clifford Chance	118
27. Hogan & Hartson.....	119
28. Littler Mendelson	120
29. Dechert	121
30. Wachtell, Lipton, Rosen & Katz.....	122

Performance Across the 17 Activities that Define Superior Client Relationships

Performance Across the 17 Activities that Define Superior Client Relationships.....	124
Performance of Each and Every Law Firm Listed Alphabetically	124

Client Service Performance of the AmLaw 200

Client Service Performance of the AmLaw 200	140
Performance Rating of Each and Every AmLaw 200 Firm.....	140



B T I

Table of Contents

Performance by Law Firm Size

Client Focus	148
Commitment to Help	149
Understanding the Client’s Business.....	150
Providing Value for the Dollar	151
Breadth of Services	152
Advising on Business Issues	153
Regional Reputation	154
Unprompted Communication	155
Bringing Together National Resources	156
Keeping Clients Informed	157
Legal Skills	158
Quality Products	159
Dealing with Unexpected Changes.....	160
Handling Problems	161
Meeting Technical Specifications	162
Anticipating the Client’s Needs	163
International Capability	164

About The BTI Consulting Group, Inc.

The BTI Consulting Group, Inc.—Who We Are.....	166
Key Services to Help Our Clients	167
Additional Insights from BTI Publications	168

Index of Law Firms

Index of Law Firms.....	170
A Note About Law Firm Size	186
Terms of Use	187