

Haynes and Boone Ranked in 2021 BTI Client Service A-Team Report

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BTI Consulting Group included Haynes Boone in the 2021 edition of its Client Service A-Team report, which identifies the law firms that companies “single out by name” for providing superior client service.

This was the 18th consecutive year for Haynes Boone to be ranked in BTI’s “Client Service A-Team” listing. Haynes Boone was ranked as a “standout firm” in the following categories:

- Commitment to Help
- Client Focus
- Keeps Clients Informed
- Handles Problems

Standout firms, BTI said, are recognized by clients “as providing the superior levels of client service required to truly differentiate” themselves.

“The BTI ranking speaks to Haynes Boone’s ability consistently to provide the highest level of client service,” Managing Partner [Taylor H. Wilson](#) said. “We are thrilled that our clients recognize and appreciate that level of service.”

The BTI Client Service A-Team 2021 ranking is based on direct, unprompted client feedback about the firms that best exemplify client service. BTI said it researched more than 17,000 buyers of professional services and conducted more than 350 in-depth telephone interviews between Feb. 19, 2020, and Jan. 19, 2021, with top legal decision-makers at large organizations with \$700 million or more in revenue. BTI targeted legal decision-makers in more than 15 industries, including banking, energy, financial services, healthcare, and telecom.

Haynes Boone is an international corporate law firm with offices in Texas, New York, California, Charlotte, Chicago, Denver, Washington, D.C., London, Mexico City and Shanghai, providing a full spectrum of legal services in energy, technology, financial services and private equity. With more than 575 lawyers, Haynes Boone is ranked among the largest U.S.-based firms by *The National Law Journal*, *The American Lawyer* and *The Lawyer*.