

Haynes and Boone Listed Among Top Firms in BTI 2020 Client Service Survey

December 16, 2019

Haynes Boone was recognized across the board for excellence in the BTI Consulting Group's 2020 Client Service A-Team report, which identifies the law firms that legal decision-makers have singled out for providing superior client service.

This was the 17th consecutive year for Haynes Boone to be listed in the "Client Service A-Team" ranking.

Haynes Boone was recognized as a "standout firm" in all the areas defined by clients as a hallmark of excellent service, including providing quality, high-value legal advice, understanding the client's business, anticipating client needs, and demonstrating an aptitude for dealing with complexity and unexpected changes.

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

Haynes Boone also was recognized as a standout firm in connection with the following:

- Client focus
- Business advice;
- Problem-solving;
- Commitment to help;
- Uniformity of service;
- Integrated national resources;
- Unprompted communication;
- Keeping clients informed; and
- Innovation.

"The fact that Haynes Boone again received across-the-board commendation in the A-Team report speaks volumes about the depth of our commitment to clients," said Haynes Boone Managing Partner [Tim Powers](#). "We are thrilled that clients recognize and appreciate the level of service we provide."

The BTI Client Service A-Team 2020 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 in 2019 with top legal decision-makers at large organizations with \$9.1 billion in median annual 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*. It also ranks among the nation's most recommended law firms by general counsel, according to BTI Consulting Group's "Most Recommended Law Firms 2019" report.