

# Haynes and Boone Ranks Among Top Firms in BTI Client Service Survey

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December 18, 2018 Timothy Powers

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Haynes Boone was recognized across the board for excellent service in the BTI Consulting Group's 2019 Client Service A-Team report.

For the second year in a row, the firm was named to BTI's "Client Service Honor Roll" in all 17 of the qualities that clients consider the drivers of superior client relationships, including providing quality, high-value legal services, being focused on and responsive to clients' business needs and goals, and demonstrating an aptitude for dealing with problems and unexpected changes. This was the 16th consecutive year for Haynes Boone to be listed in the "Client Service A-Team" ranking.

The BTI Client Service A-Team 2019 ranking is based on direct, unprompted client feedback about the firms that best exemplify client service. BTI conducts more than 350 in-depth interviews with top legal decision-makers at large organizations with \$1 billion or more revenue. BTI says it targets decision-makers in the industries that spend the most on legal affairs, as well as thought leaders and innovative chief legal officers.

"One of our guiding principles is a relentless focus on the business needs of our clients," said Haynes Boone Managing Partner [Tim Powers](#). "This recognition from BTI is a great remainder of why we work so hard for our clients."

BTI started the survey 29 years ago to understand what drives the absolute best relationships with professional services firms and how and why top executives pick the service providers they do. More than 17,000 in-depth telephone interviews later, BTI has isolated the activities proven to be essential to delivering superior client service and driving the best relationships.

The BTI assessment methodology provides for insights into trends over time by drawing on data collected in BTI's ongoing Annual Survey of General Counsel and including 50-55 percent of companies participating in prior years. The phone interviews used in the Client Service A-Team ranking for 2019 were conducted Jan. 11-Nov. 28 and involved top legal decision-makers at companies representing 15 industries and with average revenue of \$21.8 billion, according to BTI.