

Haynes and Boone Again Scores High in BTI Client Service A-Team Survey

December 5, 2017 Timothy Powers

Haynes Boone was recognized across the board for client service in the BTI Consulting Group's Client Service A-Team ranking for 2018.

The firm was named to BTI's "Client Service Honor Roll" in all 17 of the 17 activities that clients consider the drivers of superior client relationships. This was the 15th straight year for Haynes Boone to be listed in the "Client Service A-Team" ranking and the first time the firm was highlighted in all categories measured.

The BTI Client Service A-Team ranking is based on direct, unprompted client feedback from 350 independent, in-depth interviews with corporate counsel at the world's largest companies. The results underscore client satisfaction with Haynes Boone among large corporate clients. Since the firm's inception, providing exceptional client service has remained a core tenet.

"Haynes Boone is honored to be recognized in each of these categories by the in-house legal community," said [Tim Powers](#), managing partner of the firm. "This is a tribute to our lawyers' relentless focus on client service and their provision of exceptional legal counsel to all of our clients."

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 2018 were conducted from Feb. 20 to Oct. 16, 2017 and involved top legal decision makers at companies representing 15 industries and with average revenue of \$12.9 billion, according to BTI.