BTI Consulting Names Katten to List of 59 Firms That Improve Client Service More than Others

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Katten was among 59 firms featured by BTI Consulting as working to substantially up its client service game.

BTI notes the listed firms "are riding a wave of client-facing communication and practicality to take a leap forward" by building stronger client relationships.

"Informal communication, amazing response, and practicality serve as the fuel driving improved performance," BTI said, adding firms like Katten are "leaving a lasting impression on clients — enduring well beyond whatever clients are experiencing now."

In order to select its list, BTI surveys general counsel, chief legal operating officers and other law firm hiring decision makers from organizations with $700 million or more in revenue.

CONTACTS

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