



The BTI Client Service All-Star Team for Law Firms

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The 2005 BTI Client Service All-Stars

**BTI Congratulates David Redlick of
Wilmer Cutler Pickering Hale and Dorr**



The BTI Consulting Group interviewed over 185 corporate counsel at Fortune 1000 companies throughout the US regarding their outside law firm relationships, how they buy legal services, and a broad range of other issues. *The BTI Client Service All-Star Team* represents those individual attorneys who have been nominated by their Fortune 1000 clients because they provide superior client service—the All-Stars of client service.

Who Makes the BTI Client Service All-Star Team

114 individuals, representing 91 law firms across the country, were nominated for *BTI's Client Service All-Star Team for Law Firms*. Two attorneys were nominated twice by different clients.

The BTI Client Service MVPs

Clients identify 14 attorneys that deliver superior client service year after year. These *BTI Client Service MVPs* have proven they can make their mark with clients on an ongoing basis.

Uncanny Understanding, Unequivocal Advice

BTI Client Service All-Stars pack a powerful understanding of their clients' business needs and legal objectives. Clients boast of a *BTI Client Service All-Star's* uncanny ability to step into their shoes and deliver practical, timely advice based on a solid understanding of the clients' goals. *BTI Client Service All-Stars* ask the right questions, listen to their clients and provide unequivocal counsel and guidance. They lead their clients through an ever-complicated maze of rules and regulations, applying in-depth knowledge and boundless sensitivity to their clients' most pressing needs and concerns.

The BTI Client Service All-Stars have mastered the art of the client relationship by wrapping their legal skills in the value of superior client service. These standout attorneys enjoy more billable hours, greater billings and premium rates. BTI congratulates David Redlick, who enjoys the crown jewel of tomorrow's marketplace – great clients who value their advisor.



David E. Redlick, Partner Wilmer Cutler Pickering Hale and Dorr Boston, MA