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## Hale and Dorr On the Rise in Client Service Ranking

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For the third consecutive year, Hale and Dorr LLP is named the cream of the crop, rising from number 26 to number eight in a ranking of the nation's top 30 client service firms. Only nine U.S. law firms can be recognized for this achievement of solid, consistent performance.

BTI Consulting Group (BTI), a market research and management consulting firm, annually polls corporate law departments for their views on outside legal service performance. BTI interviewed 200 corporate counsel at Fortune 1000 companies. The top 30 performers are found to accomplish tasks two to eight times better than all other law firms. Clients ranked Hale and Dorr accordingly, based on its following attributes:

- Proves Commitment to Help
- Best at Client Service
- Handles Problems
- Keeps Clients Informed
- Best Performing Overall

“Clients have higher expectations for client service this year,” comments Michael B. Rynowecer, President at BTI. “The law firms on BTI’s Client Service 30 are exceeding client expectations in a demanding environment.”

The report is sponsored and published by Boston-based BTI Consulting Group. A complimentary copy is available on the [BTI Consulting Group](#) website.