
Mark Borden Recognized as a Top Lawyer in the Nation by BTI Consulting, November 2002

2002-12-10

[Mark Borden](#), partner and chair of Hale and Dorr's Corporate Department, was recognized for the second year in a row for his superior client service in a survey of 185 corporate counsel at Fortune 1000 companies. BTI Consulting Group, a Boston-based market research and management consulting firm for the legal services industry, interviewed the U.S. companies about their outside law firm relationships, client satisfaction, how they buy legal services and a broad range of other issues. Mr. Borden received the BTI Client Service All-Star Team Most Valuable Player Award for individual attorneys who have been nominated by their Fortune 1000 clients because they provide superior client service - the All-Stars of client service. Only 21 attorneys in the nation received the award for a second year in a row.

BTI Consulting identified five major reasons clients nominate a particular individual to the All-Star Team. These reasons include, driving for superior client service and bringing the most value to clients, high degree of client loyalty, outstanding client focus, translation of legal advice into the business value, and, legal skills and abilities.

The BTI Consulting Group has over 20 years of experience in tracking

clients' decision-making relative to professional services and has tracked the performance and strategies of more than 400 professional service firms. To request a copy of the report, please see the [BTI Consulting Group](#) web site.