



THE 18TH ANNUAL BTI CLIENT SERVICE ALL-STARS 2019

GENERAL COUNSEL SINGLE OUT THE
335 ATTORNEYS BEST AT CLIENT SERVICE

335 Attorneys Define the New Standard for Client Service Excellence

General Counsel name the attorneys delivering the absolute best client service.

Corporate counsel point to 335 attorneys who deliver incomparable levels of client service excellence. These are the BTI Client Service All-Stars 2019.

The BTI Client Service All-Stars demonstrate an unrelenting pursuit to find what best fulfills clients' needs. Legal decision makers say these attorneys have an unquenchable thirst to understand their clients better than all other attorneys. BTI Client Service All-Stars can simplify even the most complex of legal matters and are unwavering in their dedication to clients. In short, General Counsel and legal decision makers say these 335 attorneys represent the epitome of client service.

Corporate legal decision makers single out each All-Star attorney—by name and in an unprompted manner—as delivering the absolute best client service. No attorney or firm can self-nominate, self-refer, nor pay to be included in this report. Clients have the final—and only—say.

Learn exactly what these attorneys do different from everyone else to stand out with legal decision makers and earn a prestigious spot among the client service elite.

Join us as we congratulate each and every BTI Client Service All-Star for their unmatched client service delivery.

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BTI Client Service All-Stars 2019

Now in its 18th year of publication, the BTI Client Service All-Stars is the gold standard used by corporate counsel and law firms alike to identify the attorneys delivering the absolute best client service.

BTI congratulates each of the 335 individual attorneys honored in the BTI Client Service All-Stars 2019 and applauds their skill and dedication to providing superior client service.



18 attorneys—5.4% of the BTI Client Service All-Stars 2019—are making consecutive repeat appearances. Clients single out these MVPs providing consistent service over time—proving themselves as the best at client service time and time again.

Only 72 law firms are home to 2 or more BTI Client Service All-Stars. These firms account for 255 BTI Client Service All-Stars—suggesting these law firms are more focused on cultivating a culture of client service excellence than other firms. Nearly every one of these 72 law firms are also singled out by clients in the BTI Client Service A-Team 2019, the definitive ranking of which firms (rather than individual attorneys) legal decision makers say deliver the highest levels of client service.

Click here for more information on this market-leading report:
[BTI Client Service A-Team 2019](#).

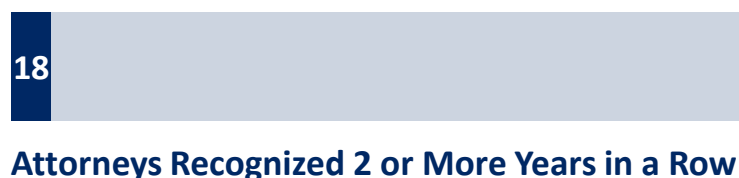
All-Star Scarcity:

11% of All Firms Serving Large Clients Are Home to More than One All-Star Attorney



The Elite MVPs:

Fewer than 6% of Attorneys Earn Recognition Year after Year



Defining a Client Service All-Star

WHAT CLIENTS SAY MAKE THE ALL-STARS STAND OUT:

Superior Client Focus	<ul style="list-style-type: none"> • Provide pointed, unequivocal advice • Effectively manage—and simplify—complex legal matters • Achieve the best legal outcome depending on the client's unique goals
Unmatched Client Experience	<ul style="list-style-type: none"> • Identify business risks and help corporate counsel shape messages for management • Keep internal and external teams fully informed of matter progress • Ability to always deliver on every client expectation with the highest confidence
Understands the Client's Business Like No Other	<ul style="list-style-type: none"> • Discuss how legal advice will impact business goals and objectives • Unmatched understanding of industry dynamics to provide a competitive advantage • Proactively monitor and advise on business and industry risks
Unparalleled Legal Skills	<ul style="list-style-type: none"> • Provide results far surpassing the client's expectations • Identify and discuss legal needs before a major issue arises
Innovative Thought Leadership	<ul style="list-style-type: none"> • Educate the client on how to manage risks associated with emerging issues • Provide unique, creative solutions to drive a competitive advantage for the client

5 WAYS TO STAND OUT: WHY CLIENTS NOMINATE THEIR ATTORNEYS

Despite the number of personalities and varying expectations corporate counsel place on attorneys, there are 5 overarching characteristics clients say drive a superior client service performance.

The BTI Client Service All-Stars take these elements of client service a step further to truly differentiate their client service from everyone else.



CULTIVATING CLIENT SERVICE STANDOUTS

335 Attorneys Absolutely Best At Client Service

Law Firms Home to Multiple All-Star Attorneys

Cultivating

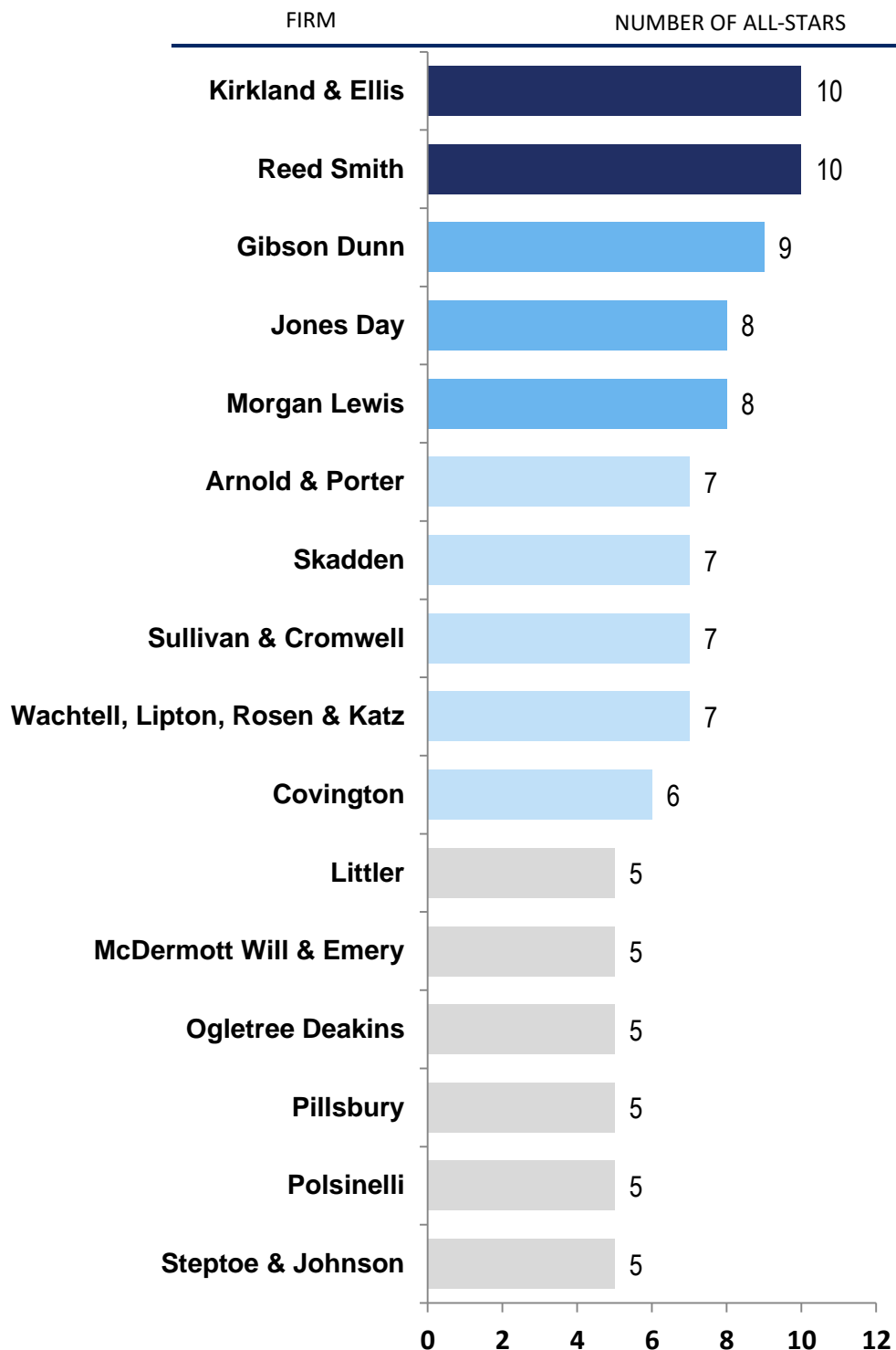
Firmwide Success

Of the 650 law firms serving large organizations, only 72 are home to more than 1 BTI Client Service All-Star: a truly elite group of standout firms.

These firms demonstrate their firmwide commitment to client service excellence. It is no surprise to learn over 90% of these firms are also featured in the *BTI Client Service A-Team 2019*—BTI's definitive annual ranking of the law firms legal decision makers recognize for delivering the absolute best client service.

Rising Stars

Kirkland & Ellis and Reed Smith have made significant gains over the last year. Each firm adds more than 5 All-Stars to their ranks—propelling these firms to the top of the list of firms with the highest number of All-Stars on their rosters.



Continued on next page

Law Firms Home to Multiple All-Star Attorneys

FIRM	NUMBER OF ALL-STARS	FIRM	NUMBER OF ALL-STARS
Kirkland & Ellis	10	Mayer Brown	4
Reed Smith	10	McGuireWoods	4
Gibson Dunn	9	Alston & Bird	3
Jones Day	8	Baker Botts	3
Morgan Lewis	8	Bryan Cave Leighton Paisner	3
Arnold & Porter	7	Chambliss, Bahner & Stophel	3
Skadden	7	Cleary Gottlieb	3
Sullivan & Cromwell	7	Crowell & Moring	3
Wachtell, Lipton, Rosen & Katz	7	Davis Polk	3
Covington	6	Dentons	3
Littler	5	Eversheds Sutherland	3
McDermott Will & Emery	5	Greenberg Traurig	3
Ogletree Deakins	5	Hogan Lovells	3
Pillsbury	5	Jackson Lewis	3
Polsinelli	5	Katten Muchin Rosenman	3
Step toe & Johnson	5	Latham & Watkins	3
BakerHostetler	4	Morrison & Foerster	3
Faegre Baker Daniels	4	Norton Rose Fulbright	3
Foley & Lardner	4	Seyfarth Shaw	3
Hunton Andrews Kurth	4	Shearman & Sterling	3
K&L Gates	4	Bass, Berry & Sims	2
King & Spalding	4	Bradley	2

Continued on next page

Law Firms Home to Multiple All-Star Attorneys

FIRM	NUMBER OF ALL-STARS	FIRM	NUMBER OF ALL-STARS
Carlton Fields	2	Maynard Cooper & Gale	2
Clark Hill	2	Milbank	2
Constangy, Brooks, Smith & Prophete	2	Mintz	2
Day Pitney	2	Orrick	2
Debevoise & Plimpton	2	Perkins Coie	2
Dechert	2	Proskauer Rose	2
DLA Piper	2	Quarles & Brady	2
Dorsey	2	Shook, Hardy & Bacon	2
Fisher Phillips	2	Sidley	2
Freeborn	2	Squire Patton Boggs	2
Gibbons	2	Swanson, Martin & Bell	2
Jones Walker	2	Thompson Coburn	2
Keegan Werlin	2	Wheeler Trigg O'Donnell	2
Loeb & Loeb	2	Williams & Connolly	2

BTI Client Service Super All-Stars

BTI Client Service All-Star MVPs

Even among the BTI Client Service All-Stars, there are attorneys earning special recognition from General Counsel and legal decision makers. MVPs have been recognized year after year for their dedication to delivering the best service to their clients. Another group of attorneys, the Super All-Stars, enjoy recognition from more than one influential legal decision maker this year.

BTI celebrates each of the attorneys on the following pages for their truly outstanding ability to serve clients better than all others.

BTI Client Service Hall of Fame

H. Rodgin Cohen is truly the gold standard when it comes to client service delivery. 2019 marks Mr. Cohen's 16th appearance as part of the BTI Client Service All-Stars—an accomplishment unmatched by any other attorney over the past 18 years.

Year after year, legal decision makers are quick to name Mr. Cohen as the standard to which they measure the client service of all others.

H. RODGIN COHEN

SENIOR CHAIRMAN
SULLIVAN & CROMWELL

"He is super smart. He quickly gets through the legal issue to provide me with the best business advice."

BTI Client Service Super All-Stars

These 2 standout attorneys receive recognition from multiple influential General Counsel and legal decision makers.

WILLIAM P. AIKEN

SHAREHOLDER
CHAMBLISS, BAHNER & STOPHEL

“He can explain complex matters simply without making you feel stupid or wasting time.”

MARK FILIP, P.C.

PARTNER
KIRKLAND & ELLIS

“He has a golden resume, but a down to earth manner. He's a calming influence on very serious issues.”

BTI Client Service All-Star MVPs

Few attorneys are committed to ensuring their client service is consistently meeting the rising expectations of General Counsel. The MVPs are the exception.

These 17 attorneys have had their superior service recognized by legal decision makers for 2 or more years in a row.

ATTORNEY	NUMBER OF CONSECUTIVE YEARS RECOGNIZED	ATTORNEY	NUMBER OF CONSECUTIVE YEARS RECOGNIZED
Edward D. Herlihy Partner, Wachtell, Lipton, Rosen & Katz	4	Brian J. Lane Partner, Gibson Dunn	2
Ron Chapman, Jr. Shareholder, Ogletree Deakins	3	John W. Ursu Attorney, Greene Espel	2
A. Craig Cleland Shareholder, Ogletree Deakins	3	Monique A. Cenac Partner, Jones Walker	2
Jonathan M. Moses Partner, Wachtell, Lipton, Rosen & Katz	3	Kelly C. Simoneaux Partner, Jones Walker	2
Soumitra Deka Counsel, Arnold & Porter	2	Andrew S. Marovitz Partner, Mayer Brown	2
Daniel P. DiNapoli Partner, Arnold & Porter	2	Peter J. Covington Partner, McGuireWoods	2
Marc O. Williams Partner, Davis Polk	2	William P. Geraghty Managing Partner, Shook, Hardy & Bacon	2
David E. De Lorenzi Chair, Gibbons	2	Sabastian V. Niles Partner, Wachtell, Lipton, Rosen & Katz	2
Elizabeth A. Ising Partner, Gibson Dunn	2		



**BTI CLIENT SERVICE
ALL-STARS 2019:
THE LINEUP**

BTI Client Service All-Stars 2019: The Lineup

Listed in Alphabetical Order, By Firm Name

BTI offers congratulations to the following 335 attorneys earning recognition from leading General Counsel and legal decision makers for outperforming all other attorneys. It is a true achievement to earn this level of praise from influential clients.

BTI Note: Primary practice represents the practice area in which the nominating client recognized each BTI Client Service All-Star and is not an exhaustive list of every area of practice for each attorney.

AKIN GUMP STRAUSS HAUER & FELD

Esther G. Lander Partner	Washington, D.C. Employment Litigation <i>Nominated by Large Retailer</i>
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ALSTON & BIRD

David S. Frist Partner	Atlanta, GA Intellectual Property Litigation <i>Nominated by Fortune 1000 Manufacturing Company</i>
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David R. Godofsky, F.S.A. Partner	Washington, D.C. Retirement and Insurance <i>Nominated by Prominent Professional Services Firm</i>
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David A. Wender Partner	Atlanta, GA Bankruptcy <i>Nominated by Large Financial Services Firm</i>
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ARENT FOX

Georgia C. Ravitz Partner	Washington, D.C. Consumer Product Safety <i>Nominated by Major Supermarket Chain</i>
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BTI Client Service All-Stars 2019: The Lineup

Listed in Alphabetical Order, By Firm Name

ARNOLD & PORTER

Richard M. Alexander
Partner

Washington, D.C.
Securities Enforcement and Litigation
Nominated by Large Financial Services Firm

Soumitra Deka
Counsel

San Francisco, CA
Patent Litigation
Nominated by Global Pharmaceutical Giant



Daniel P. DiNapoli
Partner

New York, NY
Patent Litigation
Nominated by Global Pharmaceutical Giant



Jonathan Gleklen
Partner

Washington, D.C.
Antitrust/Competition
Nominated by Fortune 500 Financial Services Firm

Howard Goldwasser
Partner

New York, NY
Corporate and Finance
Nominated by Prominent Regional Bank

Aaron Stiefel
Partner

New York, NY
Patent Litigation
Nominated by Global Pharmaceutical Giant

Asim Varma
Partner

Washington, D.C.
Litigation
Nominated by Large Financial Services Firm

BAKER BOTTS

Daniel Hulseberg
Partner

New York, NY
Intellectual Property
Nominated by Large Food and Agriculture Company

John Vincent Lonsberg
Department Chair - Corporate (Middle East)

Dubai, UAE and Riyadh, Saudi Arabia
International Commercial Transactions
Nominated by Large Professional Services Firm

Joseph Ostoyich
Department Chair - Litigation (Washington)

Washington, D.C.
Antitrust Litigation
Nominated by Large Chemicals Company

BTI Client Service All-Stars 2019: The Lineup

Listed in Alphabetical Order, By Firm Name

BAKER DONELSON

S. Craig Holden Shareholder	Baltimore, MD Health Law <i>Nominated by</i> Global Health Care Company
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BAKER MCKENZIE

Reagan R. Demas Partner	Washington, D.C. Compliance & Investigations <i>Nominated by</i> Fortune 1000 Consumer Goods Manufacturer
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BAKERHOSTETLER

Craig A. Hoffman Partner	Cincinnati, OH Privacy and Data Protection <i>Nominated by</i> Prominent Food and Agriculture Company
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John S. Letchinger Partner	Chicago, IL Patent Litigation <i>Nominated by</i> Large Retailer
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Margaret Rosenthal Partner	Los Angeles, CA Employment Litigation <i>Nominated by</i> Global Food Product Wholesaler
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Paul M. Schmidt Chairman	Washington, D.C. Tax Controversy and Litigation <i>Nominated by</i> Fortune 500 Hospitality Company
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BALLARD SPAHR

Geoffrey A. Kahn Partner	Philadelphia, PA Litigation <i>Nominated by</i> Fortune 500 Investment Bank
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BANNER & WITCOFF

Michael J. Harris Attorney	Chicago, IL Litigation <i>Nominated by</i> Large Manufacturing Company
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BTI Client Service All-Stars 2019: The Lineup

Listed in Alphabetical Order, By Firm Name

BARNES & THORNBURG

Charles J. Schultz Partner	Chicago, IL Health Care <i>Nominated by Fortune 500 Health Care Company</i>
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BARTLIT BECK

Mark E. Ferguson Partner	Chicago, IL Patent Litigation <i>Nominated by Global Technology Company</i>
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BASS, BERRY & SIMS

Michael R. Hess Member	Memphis, TN Specialty Pharmacy & Pharmaceuticals <i>Nominated by Major Supermarket Chain</i>
Elizabeth S. Warren Member	Nashville, TN Health Care <i>Nominated by Large Health Care Company</i>

BENESCH

Yelena Boxer Partner	Cleveland, OH Litigation <i>Nominated by Fortune 500 Manufacturing Company</i>
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BERG HILL GREENLEAF & RUSCITTI

Giovanni M. Ruscitti Managing and Founding Partner	Denver, CO Construction <i>Nominated by Fortune 500 Construction Company</i>
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BLANK ROME

James R. Murray Partner	Washington, D.C. Insurance Recovery <i>Nominated by Global Manufacturing Company</i>
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BTI Client Service All-Stars 2019: The Lineup

Listed in Alphabetical Order, By Firm Name

BODMAN

Courtland W. Anderson	Troy, MI
Member	Enterprise Procurement
	<i>Nominated by Fortune 1000 Banking Company</i>

BRADLEY

W. Wayne Drinkwater	Jackson, MS
Partner	Litigation
	<i>Nominated by Large Insurance Company</i>

Anne Marie Seibel	Birmingham, AL
Partner	Litigation
	<i>Nominated by Large Insurance Company</i>

BRICKER & ECKLER

James F. Flynn	Columbus, OH
Managing Partner	Health Care
	<i>Nominated by Large Health Care Company</i>

BRIGGS

Michael D. Gordon	Minneapolis, MN
Shareholder	Commercial Finance
	<i>Nominated by Fortune 500 Investment Bank</i>

BROOKS KUSHMAN

Erica D. Klein	New York, NY
Partner	Trademark & Copyright
	<i>Nominated by Fortune 1000 Wholesaler</i>

BTI Client Service All-Stars 2019: The Lineup

Listed in Alphabetical Order, By Firm Name

BRYAN CAVE LEIGHTON PAISNER

Alec W. Farr
Partner
Washington, D.C.
Commercial Litigation
Nominated by Global Financial Services Firm

Brian A. Sher
Managing Partner
Chicago, IL
Commercial Litigation
Nominated by Large Health Care Company

Louis C. Spelios
Partner
Atlanta, GA
M&A and Corporate Finance
Nominated by Fortune 500 Manufacturing Company

BUCHANAN ANGELI ALTSCHUL & SULLIVAN

Paul Buchanan
Partner
Portland, OR
Employment
Nominated by Fortune 1000 Consumer Goods Manufacturer

BUCHANAN INGERSOLL & ROONEY

Brian S. Novosel
Shareholder
Pittsburgh, PA
Corporate
Nominated by Large Telecom Company

BUCKINGHAM

David J. Hrina
Partner
Akron, OH
Intellectual Property
Nominated by Fortune 500 Manufacturing Company

BURKE, WILLIAMS & SORENSEN

H. James Wulfsberg
Partner
Oakland, CA
Construction
Nominated by Prominent Chemicals Company

BTI Client Service All-Stars 2019: The Lineup

Listed in Alphabetical Order, By Firm Name

CADWALADER

Anne M. Tompkins
Partner

Charlotte, NC and Washington, D.C.
White Collar Defense and Investigations
Nominated by Large Health Care Company

CARLTON FIELDS

Frank G. Burt
Shareholder

Washington, D.C. and Miami, FL
Class Actions
Nominated by Large Insurance Company

Markham R. Leventhal
Shareholder

Washington, D.C. and Miami, FL
Class Actions
Nominated by Large Insurance Company

CASSIDAY SCHADE

Thomas P. Boylan
Partner

Chicago, IL
Construction Litigation
Nominated by Prominent Construction Company

CHAMBLISS, BAHNER & STOPHEL

William P. Aiken
Shareholder

Chattanooga, TN
Mergers and Acquisitions
*Nominated by Large Food Company and
Global Manufacturing Company*



Justin L. Furrow
Shareholder

Chattanooga, TN
Labor and Employment
Nominated by Large Food Company

William H. Pickering
Shareholder

Chattanooga, TN
Labor and Employment
Nominated by Large Food Company

BTI Client Service All-Stars 2019: The Lineup

Listed in Alphabetical Order, By Firm Name

CHIESA SHAHINIAN & GIANTOMASI

Edward B. Stevenson
Member
West Orange, NJ
Corporate and Securities
Nominated by Large Technology Company

CHOATE, HALL & STEWART

Robert S. Frank Jr.
Partner
Boston, MA
Intellectual Property Litigation
Nominated by Global Technology Company

CLARE LOCKE

Thomas A. Clare, P.C.
Partner
Alexandria, VA
Commercial Litigation
Nominated by Large Wholesaler

CLARK HILL

Gary A. Hamblet
Member
Los Angeles, CA
Insurance & Reinsurance
Nominated by Fortune 500 Insurance Company

Barry B. Sutton
Member
Birmingham, MI
Product Liability
Nominated by Large Retailer

CLEARY GOTTlieb

Derek M. Bush
Partner
Washington, D.C.
Financial Services Regulation
Nominated by Global Financial Services Firm

Brian Byrne
Partner
Washington, D.C.
Antitrust
Nominated by Fortune 500 Consumer Goods Manufacturer

Sandra L. Flow
Partner
New York, NY
Capital Markets
Nominated by Global Financial Services Firm

BTI Client Service All-Stars 2019: The Lineup

Listed in Alphabetical Order, By Firm Name

COLE PEDROZA

Kenneth R. Pedroza
Partner

San Marino, CA
Litigation
Nominated by Global Insurance Giant

CONSTANGY, BROOKS, SMITH & PROPHETE

Maureen R. Knight
Partner

Washington, D.C.
Employment Litigation
Nominated by Fortune 500 Transportation Company

Donald S. Prophete
Partner

Kansas City, MO and New York, NY
Employment Litigation
Nominated by Fortune 1000 Technology Company

COVINGTON

Bruce C. Bennett
Partner

New York, NY
Capital Markets and Securities
Nominated by Fortune 500 Construction Company

Jason A. "Jay" Carey
Partner

Washington, D.C.
Government Contracts
Nominated by Global Transportation Company

Yaron Dori
Partner

Washington, D.C.
Regulatory and Public Policy
Nominated by Fortune 500 Telecom Company

James M. Garland
Partner

Washington, D.C.
White Collar Defense and Investigations
Nominated by Fortune 1000 Transportation Company

Kevin King
Partner

Washington, D.C.
Appellate Litigation
Nominated by Fortune 500 Telecom Company

Robert A. Long
Partner

Washington, D.C.
Appellate Litigation
Nominated by Fortune 500 Telecom Company

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Listed in Alphabetical Order, By Firm Name

CRAVATH, SWAINE & MOORE

Damien R. Zoubek
Partner
New York, NY
Corporate
Nominated by Fortune 1000 Transportation Company

CROWELL & MORING

John T. Brennan Jr.
Partner
Washington, D.C.
Health Care
Nominated by Global Health Care Company

Peter Eyre
Partner
Washington, D.C.
Government Contracts
Nominated by Large Financial Services Firm

Jennifer A. Giblin
Senior Counsel
Washington, D.C.
Environment & Natural Resources
Nominated by Fortune 500 Manufacturing Company

DAVIS POLK

Timothy Graulich
Partner
New York, NY
Restructuring
Nominated by Global Manufacturing Company

Richard D. Truesdell, Jr.
Partner
New York, NY
Capital Markets
Nominated by Fortune 500 Manufacturing Company

Marc O. Williams
Partner
New York, NY
Mergers and Acquisitions
Nominated by Fortune 500 Manufacturing Company



DAY PITNEY

Warren J. Casey
Partner
Parsippany, NJ
Securities and Capital Markets
Nominated by Fortune 500 Hospitality Company

Dennis R. LaFiura
Partner
Parsippany, NJ
Commercial Litigation
Nominated by Fortune 500 Hospitality Company

BTI Client Service All-Stars 2019: The Lineup

Listed in Alphabetical Order, By Firm Name

DEBEVOISE & PLIMPTON

Gregory J. Lyons
Partner

New York, NY
Financial Institutions
Nominated by Global Financial Services Firm

Paul M. Rodel
Partner

New York, NY
Private Equity
Nominated by Large Manufacturing Company

DECHERT

Steven E. Bizar
Partner

Philadelphia, PA
Antitrust/Competition
Nominated by Large Financial Services Firm

Mike Cowie
Partner

Washington, D.C.
Antitrust/Competition
Nominated by Global Health Care Company

DENTONS

Danette R. Davis
Partner

St. Louis, MO
Real Estate
Nominated by Prominent Regional Bank

Laura Leigh Geist
Partner

San Francisco, CA
Litigation and Dispute Resolution
Nominated by Fortune 1000 Insurance Company

Gary A. Goodman
Partner

New York, NY
Real Estate
Nominated by Prominent Regional Bank

DLA PIPER

Jim Halpert
Partner

Washington, D.C.
Cybersecurity
Nominated by Global Financial Services Firm

Victoria Lee
Partner

East Palo Alto, CA
Technology and Sourcing
Nominated by Fortune 500 Technology Company

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DORSEY

Sandra Edelman
Partner

New York, NY
Trademark, Copyright, Advertising & Brand Management
Nominated by Large Food Company

Michael A. Lindsay
Partner

Minneapolis, MN
Antitrust
Nominated by Large Agriculture Company

DRINKER BIDDLE

Robert J. Mancuso
Associate

New York, NY
Insurance
Nominated by Large Insurance Company

DUANE MORRIS

Joseph J. Aronica
Partner

Washington, D.C.
Litigation
Nominated by Large Financial Services Firm

ESTES THORNE & CARR

Dawn Estes
Member

Dallas, TX
Commercial/Business Litigation
Nominated by Large Health Care Company

EVERSHEDS SUTHERLAND

Mark Davenport
Partner

London, United Kingdom
Commercial Dispute Resolution
Nominated by Global Energy Company

Jacob Dweck
Partner

Washington, D.C.
Energy
Nominated by Global Energy Company

R. Michael Sweeney, Jr.
Partner

Washington, D.C.
Energy & Commodities Derivatives
Nominated by Global Financial Services Firm

BTI Client Service All-Stars 2019: The Lineup

Listed in Alphabetical Order, By Firm Name

FAEGRE BAKER DANIELS

Michael B. Abbott
Partner

Des Moines, IA
Corporate and Finance
Nominated by Fortune 1000 Insurance Company

Amy R. Fiterman
Partner

Minneapolis, MN
Litigation & Dispute Resolution
Nominated by Fortune 500 Energy Company

Michael R. Stewart
Partner

Minneapolis, MN
Bankruptcy and Restructuring
Nominated by Fortune 500 Investment Bank

Wendy J. Wildung
Partner

Minneapolis, MN
Securities Litigation
Nominated by Global Manufacturing Company

FIELDFISHER

Phil Lee
Partner

London, United Kingdom
Privacy, Security and Information
Nominated by Prominent Professional Services Firm

FISH & RICHARDSON

Adam Shartzter
Principal

Washington, D.C.
Patent Litigation
Nominated by Fortune 1000 Telecom Company

FISHER PHILLIPS

Michael R. Galey
Partner

Philadelphia, PA
Employment
Nominated by Large Health Care Company

J. Hagood Tighe
Partner

Columbia, SC
Labor and Employment
Nominated by Large Financial Services Firm

BTI Client Service All-Stars 2019: The Lineup

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FOLEY & LARDNER

Thomas R. Hrdlick
Partner

Milwaukee, WI
Insurance Regulatory Compliance
Nominated by Fortune 500 Insurance Company

Jill L. Nicholson
Partner

Chicago, IL
Bankruptcy & Business Reorganizations
Nominated by Fortune 500 Investment Bank

Patrick G. Quick
Partner

Milwaukee, WI
Securities & Corporate Finance
Nominated by Fortune 500 Consumer Goods Manufacturer

Jennifer L. Rathburn
Partner

Milwaukee, WI
Privacy, Security & Information Management
Nominated by Large Consumer Goods Manufacturer

FRANZÉN AND SALZANO

Loretta Salzano
Founding Partner

Peachtree Corners, GA
Financial Institutions
Nominated by Large Financial Services Firm

FREDRIKSON & BYRON

Sean P. Kearney
Shareholder

Minneapolis, MN
Private Equity
Nominated by Large Financial Services Firm

FREEBORN

Matthew J. O'Hara
Partner

Chicago, IL
Litigation
Nominated by Large Manufacturing Company

Jeffrey A. Rossman
Partner

Chicago, IL
Litigation
Nominated by Large Manufacturing Company

BTI Client Service All-Stars 2019: The Lineup


Listed in Alphabetical Order, By Firm Name

GALLOWAY, JOHNSON, TOMPKINS, BURR & SMITH

<p>Jason P. Waguespack Managing Director</p>	<p>New Orleans, LA Litigation <i>Nominated by Large Insurance Company</i></p>
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GIBBONS

<p>Christine A. Amalfe Chair, Employment & Labor Law</p>	<p>Newark, NJ Employment Litigation <i>Nominated by Fortune 1000 Technology Company</i></p>
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<p>David E. De Lorenzi Chair</p>	<p>Newark, NJ Intellectual Property <i>Nominated by Large Food and Agriculture Company</i></p>	
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GIBSON DUNN

<p>Theodore J. Boutrous Jr. Partner</p>	<p>Los Angeles, CA Appellate and Constitutional Law <i>Nominated by Large Professional Services Firm</i></p>
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<p>Jeffrey A. Chapman Partner</p>	<p>Dallas, TX Mergers and Acquisitions <i>Nominated by Prominent Health Care Company</i></p>
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<p>Dennis J. Friedman Partner</p>	<p>New York, NY Mergers and Acquisitions <i>Nominated by Global Technology Company</i></p>
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<p>Elizabeth A. Ising Partner</p>	<p>Washington, D.C. Securities Regulation and Corporate Governance <i>Nominated by Fortune 1000 Technology Company</i></p>	
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<p>Brian J. Lane Partner</p>	<p>Washington, D.C. Securities Regulation and Corporate Governance <i>Nominated by Fortune 1000 Technology Company</i></p>	
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<p>Samuel Liversidge Partner</p>	<p>Los Angeles, CA Antitrust and Competition <i>Nominated by Global Technology Company</i></p>
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BTI Client Service All-Stars 2019: The Lineup

Listed in Alphabetical Order, By Firm Name

GIBSON DUNN, *continued*

Marcellus McRae
Partner

Los Angeles, CA
Litigation
Nominated by Large Professional Services Firm

Jeffrey T. Thomas
Partner

Irvine, CA
Intellectual Property
Nominated by Global Technology Company

Andrew S. Tulumello
Partner

Washington, D.C.
Litigation
Nominated by Fortune 500 Financial Services Firm

GODFREY & KAHN

Thomas N. Shorter
Shareholder

Madison, WI
Health Care
Nominated by Large Health Care Company

GOODWIN

Stuart M. Cable
Partner

Boston, MA and San Francisco, CA
M&A and Corporate Finance
Nominated by Fortune 1000 Technology Company

GOULSTON & STORRS

James F. Wallack
Director

Boston, MA
Bankruptcy & Restructuring
Nominated by Large Financial Services Firm

BTI Client Service All-Stars 2019: The Lineup

Listed in Alphabetical Order, By Firm Name

GREENBERG TRAURIG

Warren S. Bloom
Shareholder

Orlando, FL
Public Finance
Nominated by Large Financial Services Firm

Jeffrey W. Greene
Shareholder

Boston, MA
Litigation
Nominated by Prominent Supermarket Chain

Jennifer S. Zucker
Shareholder

Washington, D.C.
Government Contracts
Nominated by Prominent Professional Services Firm

GREENE ESPEL

John W. Ursu
Attorney

Minneapolis, MN
Litigation
Nominated by Global Manufacturing Company



HARNESS DICKEY

Michael J. Thomas
Principal

St. Louis, MO
Intellectual Property
Nominated by Fortune 500 Manufacturing Company

HAYNES AND BOONE

Madelyn Calabrese
Partner

New York, NY
Private Equity
Nominated by Large Financial Services Firm

HINCKLEY ALLEN

James R. Burke
Partner

Boston, MA
Corporate & Business
Nominated by Fortune 500 Transportation Company

HINSHAW & CULBERTSON

Matthew P. Walsh II
Partner

Chicago, IL
Commercial Litigation
Nominated by Prominent Construction Company

BTI Client Service All-Stars 2019: The Lineup

Listed in Alphabetical Order, By Firm Name

HOGAN LOVELLS

Elizabeth M. Donley Partner	Washington, D.C. Corporate <i>Nominated by</i> Fortune 500 Chemicals Company
John P. Duke Partner	Philadelphia, PA and New York, NY Corporate <i>Nominated by</i> Fortune 1000 Pharmaceutical Company
Michael F. Mason Partner	Washington, D.C. Regulatory <i>Nominated by</i> Large Professional Services Firm

HOLLAND & KNIGHT

William N. Shepherd Partner	West Palm Beach, FL and Washington, D.C. Litigation and Dispute Resolution <i>Nominated by</i> Large Wholesaler
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HUGHES HUBBARD & REED

Federico A. Goudie Partner	Miami, FL and New York, NY International Finance and Corporate <i>Nominated by</i> Large Technology Company
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HUNTON ANDREWS KURTH

Samuel A. Danon Partner	Miami, FL Retail and Consumer Products Litigation <i>Nominated by</i> Fortune 1000 Chemicals Company
George C. Howell, III Partner	New York, NY and Richmond, VA Tax <i>Nominated by</i> Global Financial Services Firm
Lori Elliott Jarvis Partner	Richmond, VA Product Liability and Mass Tort Litigation <i>Nominated by</i> Fortune 1000 Chemicals Company
Kendal A. Sibley Partner	Richmond, VA Tax <i>Nominated by</i> Global Financial Services Firm

BTI Client Service All-Stars 2019: The Lineup

Listed in Alphabetical Order, By Firm Name

JACKSON LEWIS

David G. Islinger Principal	Morristown, NJ Disability, Leave and Health Management <i>Nominated by Fortune 1000 Manufacturing Company</i>
Ryan P. Lessmann Office Managing Principal	Denver, CO Employment Litigation <i>Nominated by Fortune 1000 Telecom Company</i>
Daniel D. Schudroff Principal	New York, NY General Employment Litigation <i>Nominated by Large Technology Company</i>

JONES DAY

Robert S. Faxon Partner	Cleveland, OH Business & Tort Litigation <i>Nominated by Fortune 500 Construction Company</i>
Peter E. Izanec Partner	Cleveland, OH M&A <i>Nominated by Fortune 500 Construction Company</i>
Jeffrey J. Jones Partner	Detroit, MI and Columbus, OH Business & Tort Litigation <i>Nominated by Fortune 1000 Chemicals Company</i>
Christopher M. Kelly Partner	New York, NY and Cleveland, OH Capital Markets <i>Nominated by Fortune 500 Construction Company</i>
Traci L. Lovitt Partner	Boston, MA Financial Institutions Litigation & Regulation <i>Nominated by Large Financial Services Firm</i>
Daniel D. McMillan Partner	Los Angeles, CA Commercial Litigation <i>Nominated by Large Construction Company</i>
Robert A. Profusek Partner	New York, NY M&A <i>Nominated by Large Transportation Company</i>
Michael J. Solecki Partner	Cleveland, OH Banking, Finance & Securities <i>Nominated by Large Chemicals Company</i>

BTI Client Service All-Stars 2019: The Lineup

Listed in Alphabetical Order, By Firm Name

JONES WALKER

Monique A. Cenac
Partner
Phoenix, AZ
Corporate
Nominated by Fortune 500 Manufacturing Company



Kelly C. Simoneaux
Partner
New Orleans, LA
Corporate
Nominated by Fortune 500 Manufacturing Company



K&L GATES

Alan L. Barry
Partner
Chicago, IL
IP Litigation
Nominated by Large Transportation Company

Thomas E. Birsic
Practice Area Leader - Litigation
Pittsburgh, PA
Insurance Coverage
Nominated by Large Transportation Company

Daniel M. Eliades
Partner
Newark, NJ
Restructuring & Insolvency
Nominated by Fortune 500 Hospitality Company

Michael G. Zanic
Managing Partner, US
Pittsburgh, PA
Oil, Gas & Resources
Nominated by Large Transportation Company

KATTEN MUCHIN ROSENMAN

Karen Artz Ash
Partner
New York, NY
Corporate
Nominated by Large Retailer

Devon E. Downs
Associate
Houston, TX and San Francisco, CA
Environmental and Workplace Safety
Nominated by Global Energy Company

Mark L. Farley
Partner
Houston
Environmental and Workplace Safety
Nominated by Global Energy Company

BTI Client Service All-Stars 2019: The Lineup

Listed in Alphabetical Order, By Firm Name

KEEGAN WERLIN

Cheryl M. Kimball
Partner

Boston, MA
Public Utilities
Nominated by Fortune 1000 Electric Services Company

David S. Rosenzweig
Partner

Boston, MA
Regulatory
Nominated by Fortune 500 Electric Utility

KELLEY DRYE

Matthew C. Luzadder
Partner

Chicago, IL
White Collar, Investigations and Compliance
Nominated by Prominent Construction Company

KENNEDYS

Gary S. Kull
Partner

Basking Ridge, NJ
Insurance coverage
Nominated by Fortune 500 Insurance Company

KING & SPALDING

Granta Nakayama
Partner

Washington, D.C.
Environmental, Health and Safety
Nominated by Large Consumer Goods Manufacturer

Russell B. Richards
Partner

Atlanta, GA
Corporate, Finance and Investments
Nominated by Fortune 500 Food Company

Wick Sollers
Partner

Washington, D.C.
Special Matters and Government Investigations
Nominated by Fortune 500 Food Company

Mike Stenglein
Partner

Houston, TX and Austin, TX
Trial and Global Disputes
Nominated by Large Energy Company

BTI Client Service All-Stars 2019: The Lineup

Listed in Alphabetical Order, By Firm Name

KIRKLAND & ELLIS

Daniel Aaron Bress
Partner

Washington, D.C.
Litigation
Nominated by Global Consumer Goods Manufacturer

Daniel T. Donovan, P.C.
Partner

Washington, D.C.
Litigation
Nominated by Fortune 500 Energy Company

Mark Filip, P.C.
Partner

Chicago, IL
Litigation
Nominated by Global Food Processing Corporation and
Fortune 500 Insurance Company



Scott W. Fowkes, P.C.
Partner

Chicago, IL
Litigation
Nominated by Fortune 500 Chemicals Company

H. Boyd Greene IV
Partner

Washington, D.C.
Government, Regulatory & Internal Investigations
Nominated by Prominent Professional Services Firm

James F. Hurst, P.C.
Partner

Chicago, IL
Litigation
Nominated by Fortune 500 Insurance Company

Sarkis Jebejian, P.C.
Partner

New York, NY
Mergers & Acquisitions
Nominated by Fortune 500 Insurance Company

Dennis M. Myers, P.C.
Partner

Chicago, IL
Capital Markets
Nominated by Fortune 500 Manufacturing Company

Craig S. Primis, P.C.
Partner

Washington, D.C.
Litigation
Nominated by Global Consumer Goods Manufacturer

Leslie M. Smith, P.C.
Partner

Chicago, IL
Litigation
Nominated by Fortune 500 Health Care Company

BTI Client Service All-Stars 2019: The Lineup

Listed in Alphabetical Order, By Firm Name

KRAMER LEVIN NAFTALIS & FRANKEL

Amy Caton Partner	New York, NY Bankruptcy and Restructuring <i>Nominated by Large Financial Services Firm</i>
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LATHAM & WATKINS

Elizabeth Deeley Partner	San Francisco, CA Litigation & Trial Practice <i>Nominated by Large Retailer</i>
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Cary R. Perlman Partner	Chicago, IL Environmental Litigation <i>Nominated by Fortune 500 Manufacturing Company</i>
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Michael H. Rubin Partner	San Francisco, CA White Collar Defense & Investigations <i>Nominated by Large Health Care Company</i>
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LEWIS BRISBOIS

Rebecca R. Weinreich Partner	Los Angeles, CA Bad Faith Litigation <i>Nominated by Global Insurance Company</i>
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LEWIS ROCA ROTHGERBER CHRISTIE

Matthew C. Sweger Partner	Tucson, AZ and Phoenix, AZ Corporate & Securities <i>Nominated by Large Health Care Company</i>
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BTI Client Service All-Stars 2019: The Lineup

Listed in Alphabetical Order, By Firm Name

LITTLER

Tasha K. Inegbenebor
Shareholder

Atlanta, GA
Employment Litigation
Nominated by Large Retailer

Lindbergh Porter
Chairperson of the Board

San Francisco, CA
Employment Litigation
Nominated by Large Hospitality Company

Steven L. Rahhal
Shareholder

Dallas, TX
Labor Management Relations
Nominated by Prominent Health Care Company

Lisa (Lee) A. Schreter
Shareholder

Atlanta, GA
Wage and Hour
Nominated by Large Health Care Company

Stephen C. Tedesco
Shareholder

San Francisco, CA
Labor and Employment
Nominated by Large Telecom Company

LOEB & LOEB

Kenneth A. Adler
Chair

New York, NY
Technology & Sourcing
Nominated by Large Health Care Company

Barry T. Mehlman
Partner

New York, NY
Private Equity
Nominated by Large Health Care Company

BTI Client Service All-Stars 2019: The Lineup

Listed in Alphabetical Order, By Firm Name

MAYER BROWN

James J. Antonopoulos
Partner

Chicago, IL
Banking & Finance
Nominated by Fortune 500 Retailer

Christian W. Fabian
Partner

Chicago, IL
Mergers & Acquisitions
Nominated by Large Manufacturing Company

Andrew S. Marovitz
Partner

Chicago, IL
Antitrust Litigation
Nominated by Global Manufacturing Company



Howard J. Roin
Partner

Chicago, IL
Litigation & Dispute Resolution
Nominated by Fortune 1000 Banking Company

MAYNARD COOPER & GALE

C. Andrew Kitchen
Managing Partner - San Francisco Office

San Francisco, CA
Litigation
Nominated by Large Insurance Company

Katharine A. Weber
Shareholder

Birmingham, AL
Insurance and Financial Services Litigation
Nominated by Large Insurance Company

BTI Client Service All-Stars 2019: The Lineup

Listed in Alphabetical Order, By Firm Name

MCDERMOTT WILL & EMERY

George W. Benson Counsel	Chicago, IL Tax <i>Nominated by Large Agriculture Company</i>
Ashley M. Fischer Partner	Chicago, IL Health Care <i>Nominated by Large Health Care Company</i>
Jeffrey Meyers Counsel	New York, NY Energy <i>Nominated by Large Energy Company</i>
David S. Rosenbloom Partner	Chicago, IL Litigation <i>Nominated by Large Health Care Company</i>
Peter John Sacripanti Partner – Chairman Emeritus	New York, NY Litigation & Dispute Resolution <i>Nominated by Global Consumer Goods Manufacturer</i>

MCGUIREWOODS

Geoffrey C. Cockrell Partner	Chicago, IL Private Equity <i>Nominated by Large Agriculture Company</i>
Peter J. Covington Partner	Charlotte, NC Financial Services Litigation <i>Nominated by Global Investment Bank</i>
Vishwa B. Link Partner	Richmond, VA Regulatory & Compliance <i>Nominated by Fortune 1000 Electric Services Company</i>
Richard W. Viola Partner	Charlotte, NC Securities <i>Nominated by Large Chemicals Company</i>



BTI Client Service All-Stars 2019: The Lineup

Listed in Alphabetical Order, By Firm Name

MESSNER REEVES

Caleb Meyer
Partner
Denver, CO
Litigation
Nominated by Fortune 500 Telecom Company

MICHAEL BEST

Christopher M. Tobin
Partner
Washington, D.C.
Patent Prosecution
Nominated by Global Financial Services Firm

MILBANK

Peter D. Nesgos
Partner
New York, NY
Space and Satellite Projects
Nominated by Fortune 1000 Telecom Company

Dara A. Panahy
Partner
Washington, D.C.
Transportation and Space
Nominated by Fortune 1000 Telecom Company

MILLER & MARTIN

Randy Wilson
Member
Chattanooga, TN
Health Care Litigation
Nominated by Global Manufacturing Company

MINTZ

Robert E. Burwell
Member / Co-chair, Retail and Consumer Products
San Francisco, CA
Private Equity
Nominated by Fortune 1000 Retailer

Richard H. Moche
Member
Boston, MA
Public Finance
Nominated by Large Financial Services Firm

BTI Client Service All-Stars 2019: The Lineup

Listed in Alphabetical Order, By Firm Name

MORGAN LEWIS

Danny S. Ashby Partner	Dallas, TX White Collar Litigation & Government Investigations <i>Nominated by Large Retailer</i>
Martin F. Conniff Partner	New York, NY Mergers & Acquisitions <i>Nominated by Global Transportation Company</i>
Anne Marie Estevez Partner	Miami, FL Labor, Employment & Benefits <i>Nominated by Large Restaraunt Chain</i>
Roger P. Joseph Partner	Boston, MA and New York, NY Investment Management <i>Nominated by Fortune 1000 Financial Services Firm</i>
E. John Park Partner	Palo Alto, CA Mergers & Acquisitions <i>Nominated by Fortune 500 Retailer</i>
Richard G. Rosenblatt Partner	Princeton, NJ and Philadelphia, PA Labor, Employment & Benefits <i>Nominated by Large Manufacturing Company</i>
Eric W. Sitarchuk Partner	Philadelphia, PA White Collar Litigation & Government Investigations <i>Nominated by Large Health Care Company</i>
Alison Tanchyk Partner	Miami, FL White Collar Litigation & Government Investigations <i>Nominated by Fortune 1000 Technology Company</i>

BTI Client Service All-Stars 2019: The Lineup

Listed in Alphabetical Order, By Firm Name

MORRISON & FOERSTER

David A. Churchill
Partner

Washington, D.C.
Government Contracts + Public Procurement
Nominated by Global Manufacturing Company

Colette Reiner Mayer
Partner

Palo Alto, CA
Intellectual Property Litigation
Nominated by Fortune 500 Technology Company

Michael Jacob Steel
Partner

San Francisco, CA
Environmental Litigation
Nominated by Prominent Supermarket Chain

MUNGER, TOLLES & OLSON

Jennifer M. Broder
Partner

Los Angeles, CA
Mergers and Acquisitions
Nominated by Fortune 1000 Construction Company

NIXON PEABODY

J. William Codinha
Partner

Boston, MA
Government Investigations & White Collar Defense
Nominated by Fortune 500 Telecom Company

NORTON ROSE FULBRIGHT

Denise Webb Glass
Partner

Dallas, TX
Health Care
Nominated by Fortune 500 Health Care Company

Jasper G. Taylor III
Partner

Houston, TX
Tax
Nominated by Global Financial Services Firm

James George Wiehl
Head of Health Care, United States /
Partner-in-Charge, St. Louis

St. Louis, MO
Health Care
Nominated by Large Health Care Company

BTI Client Service All-Stars 2019: The Lineup

Listed in Alphabetical Order, By Firm Name

OGLETREE DEAKINS

Ron Chapman, Jr.
Shareholder
Dallas, TX
Labor and Employment
Nominated by Fortune 1000 Professional Services Firm



Patrick F. Clark
Shareholder
Atlanta, GA
Employment Law
Nominated by Large Health Care Company

A. Craig Cleland
Shareholder
Atlanta, GA
Class Action
Nominated by Fortune 1000 Wholesaler



Evan R. Moses
Shareholder
Los Angeles, CA
Employment Litigation
Nominated by Large Restaurant Chain

Lewis T. Smoak
Of Counsel
Greenville, SC
Labor and Employment
Nominated by Large Financial Services Firm

ORRICK

Ed Batts
Partner
Menlo Park, CA
M&A and Private Equity
Nominated by Fortune 500 Technology Company

Christopher Moore
Partner
New York, NY
Energy & Infrastructure
Nominated by Large Energy Company

PATTERSON BELKNAP

Robert P. LoBue
Partner
New York, NY
Litigation
Nominated by Global Investment Bank

PEPPER HAMILTON

Solomon Hunter Jr.
Partner
Philadelphia, PA
Corporate and Securities
Nominated by Fortune 1000 Pharmaceutical Company

BTI Client Service All-Stars 2019: The Lineup

Listed in Alphabetical Order, By Firm Name

PERKINS COIE

Kevin J. Hamilton
Partner
Seattle, WA
Labor & Employment Law
Nominated by Fortune 500 Transportation Company

Todd M. Hinnen
Partner
Seattle, WA
Privacy & Security
Nominated by Global Manufacturing Company

PILLSBURY

Jeffrey D. Hutchings
Partner
Washington, D.C.
Global Sourcing & Technology Transactions
Nominated by Global Financial Services Firm

Joseph D. Jean
Partner
New York, NY
Insurance Recovery & Advisory
Nominated by Prominent Regional Bank

Jean F. Kuei
Partner
Washington, D.C. and San Francisco, CA
Employment Law
Nominated by Large Retailer

Mark N. Lessard
Partner
New York, NY
Finance
Nominated by Fortune 1000 Transportation Company

Matthew W. Morrison
Partner
Washington, D.C. and Houston, TX
Environmental & Natural Resources
Nominated by Global Energy Company

BTI Client Service All-Stars 2019: The Lineup

Listed in Alphabetical Order, By Firm Name

POLSINELLI

Sherri T. Alexander

Shareholder | Practice Vice Chair

Dallas, TX

Health Care Litigation

Nominated by Large Health Care Company

Erin L. Felix (Van Dyke)

Shareholder

Washington, D.C.

Government Contracts

Nominated by Large Technology Company

T. Jeffrey Fitzgerald

Shareholder

Denver, CO

Health Care Fraud Investigations

Nominated by Fortune 500 Health Care Company

Gregory S. Jacobs

Shareholder | Practice Chair

Washington, D.C.

Government Contracts

Nominated by Large Technology Company

Donna J. Ruzicka

Shareholder

St. Louis, MO

Health Care

Nominated by Fortune 500 Health Care Company

PROSKAUER ROSE

Steven M. Bauer

Partner

Boston, MA

Patent Litigation

Nominated by Fortune 1000 Technology Company

Steven M. Kayman

Partner

New York, NY

Litigation

Nominated by Large Construction Company

QUARLES & BRADY

Mark A. Kircher

Partner

Milwaukee, WI

Product Liability Litigation

Nominated by Fortune 500 Consumer Goods Manufacturer

Gregory P. Sitrick

Partner

Phoenix, AZ

IP Litigation

Nominated by Large Retailer

BTI Client Service All-Stars 2019: The Lineup

Listed in Alphabetical Order, By Firm Name

QUINN EMANUEL URQUHART & SULLIVAN

Philippe Selendy
Partner

New York, NY
Litigation
Nominated by Large Financial Services Firm

REED SMITH

Jeb Clulow
Partner

London, United Kingdom
Shipping
Nominated by Fortune 500 Food Company

Eric A. Dubelier
Partner

Washington, D.C.
Regulatory Compliance
Nominated by Prominent Health Care Company

John N. Ellison
Partner

Philadelphia, PA and New York, NY
Insurance Recovery
Nominated by Global Manufacturing Company

Robert J. Hill
Partner

Washington, D.C.
Health Care
Nominated by Large Health Care Company

Linda S. Husar
Senior Counsel

Los Angeles, CA
Labor & Employment
Nominated by Fortune 500 Transportation Company

Robert A. Nicholas
Partner

Philadelphia, PA
Complex Litigation
Nominated by Fortune 500 Investment Bank

Katherine J. Seikaly
Partner

Washington, D.C. and Tysons, VA
Government Investigations
Nominated by Prominent Health Care Company

Peter J. Stuhldreher
Partner

Houston, TX
Employment
Nominated by Global Food Product Wholesaler

Peter Teare
Partner

London, United Kingdom
Mergers & Acquisitions
Nominated by Fortune 1000 Manufacturing Company

Chris Watt
Partner

Houston, TX
Commercial Litigation
Nominated by Global Food Product Wholesaler

BTI Client Service All-Stars 2019: The Lineup

Listed in Alphabetical Order, By Firm Name

ROPES & GRAY

Mark W. Bellomy
Partner

Boston, MA
Intellectual Property Transactions
Nominated by Global Pharmaceutical Giant

SAVITT BRUCE & WILLEY

Stephen C. Willey
Partner

Seattle, WA
Contracts and Commercial Litigation
Nominated by Fortune 500 Transportation Company

SCHWEGMAN, LUNDBERG & WOESSNER

Suneel Arora
Principal

Minneapolis, MN
Patent Litigation
Nominated by Fortune 1000 Technology Company

SEYFARTH SHAW

Lisa J. Damon
Partner

Boston, MA
Labor & Employment
Nominated by Fortune 500 Chemicals Company

Mark A. Lies, II
Partner

Chicago, IL
Occupational Safety and Health Law
Nominated by Large Manufacturing Company

Laura J. Maechtlen
Partner

San Francisco, CA
Labor & Employment
Nominated by Fortune 1000 Consumer Goods Manufacturer

SHEARMAN & STERLING

Stephen T. Giove
Partner

New York, NY
Capital Markets
Nominated by Global Health Care Company

David A. Higbee
Partner

Washington, D.C.
Antitrust
Nominated by Fortune 1000 Technology Company

Kenneth J. Laverriere
Partner

New York, NY
Compensation, Governance & ERISA
Nominated by Fortune 1000 Financial Services Firm

BTI Client Service All-Stars 2019: The Lineup

Listed in Alphabetical Order, By Firm Name

SHEEHY, WARE & PAPPAS

Joseph A. Garnett
Shareholder

Houston, TX
Commercial Litigation
Nominated by Fortune 1000 Wholesaler

SHEPPARD MULLIN

Paul S. Cowie
Partner

Palo Alto, CA
Labor and Employment
Nominated by Prominent Supermarket Chain

SHOOK, HARDY & BACON

William P. Geraghty
Managing Partner

Miami, FL
Products Liability
Nominated by Fortune 500 Consumer Goods Manufacturer



Lynn H. Murray
Managing Partner

Chicago, IL
Business Litigation
Nominated by Global Manufacturing Company

SIDLEY

Jennifer F. Fitchen
Partner

Palo Alto, CA
M&A
Nominated by Fortune 500 Insurance Company

Paul E. Kalb, M.D.
Partner

Washington, D.C.
Health Care and FDA
Nominated by Large Health Care Company

BTI Client Service All-Stars 2019: The Lineup

Listed in Alphabetical Order, By Firm Name

SKADDEN

Cliff Gross Partner	Washington, D.C. Tax <i>Nominated by</i> Fortune 1000 Technology Company
Shilpi Gupta Partner	Chicago, IL Mergers and Acquisitions <i>Nominated by</i> Fortune 1000 Insurance Company
Christopher W. Morgan Retired Partner	Toronto, ON Corporate <i>Nominated by</i> Global Financial Services Firm
Paul T. Schnell Partner	New York, NY Mergers and Acquisitions <i>Nominated by</i> Global Health Care Company
Brandon Van Dyke Partner	New York, NY Mergers and Acquisitions <i>Nominated by</i> Fortune 1000 Technology Company
Richard C. Witzel, Jr. Partner	Chicago, IL Mergers and Acquisitions <i>Nominated by</i> Global Food Processing Corporation
Joseph M. Yaffe Partner	Palo Alto and Los Angeles, CA Executive Compensation and Benefits <i>Nominated by</i> Fortune 500 Retailer

SQUIRE PATTON BOGGS

Stephen P. Anway Partner	New York, NY and Washington, D.C. Investment Arbitration <i>Nominated by</i> Fortune 1000 Energy Company
George N. Grammas Partner	Washington, D.C. and London, United Kingdom International Trade <i>Nominated by</i> Large Chemicals Company

BTI Client Service All-Stars 2019: The Lineup

Listed in Alphabetical Order, By Firm Name

STEPTOE & JOHNSON

Scott H. Katzman
Partner

Washington, D.C. and New York, NY
Mergers & Acquisitions
Nominated by Large Professional Services Firm

Susan Munro
Partner

Beijing, China
Corporate
Nominated by Fortune 1000 Manufacturing Company

Daniel Nossa
Member

The Woodlands, TX
Corporate
Nominated by Global Financial Services Firm

David B. Raskin
Partner

Washington, D.C.
Electric Power
Nominated by Fortune 500 Electric Utility

Roger E. Warin
Partner

Washington, D.C.
Commercial Litigation
Nominated by Global Insurance Company

BTI Client Service All-Stars 2019: The Lineup

Listed in Alphabetical Order, By Firm Name

SULLIVAN & CROMWELL

Francis J. Aquila
Partner
New York, NY
Mergers & Acquisitions
Nominated by Fortune 500 Manufacturing Company

H. Rodgin Cohen
Senior Chairman
New York, NY
Bank Regulatory
Nominated by Global Financial Services Firm



Adam S. Paris
Partner
Los Angeles, CA
Litigation
Nominated by Large Manufacturing Company

Melissa Sawyer
Partner
New York, NY
Mergers & Acquisitions
Nominated by Large Manufacturing Company

Michael H. Steinberg
Partner
Los Angeles, CA
Litigation
Nominated by Large Manufacturing Company

Donald J. Toumey
Partner
New York, NY
Bank Regulatory
Nominated by Global Financial Services Firm

Christopher Michael Viapiano
Partner
Washington, D.C.
Litigation
Nominated by Global Investment Bank

SWANSON, MARTIN & BELL

David E. Kawala
Partner
Chicago, IL
Litigation
Nominated by Global Manufacturing Company

John J. O'Sullivan
Partner
Chicago, IL
Litigation
Nominated by Large Manufacturing Company

TANENBAUM KEALE

James H. Keale
President
Newark, NJ
Litigation
Nominated by Fortune 500 Manufacturing Company

BTI Client Service All-Stars 2019: The Lineup

Listed in Alphabetical Order, By Firm Name

THOMPSON COBURN

Hope Abramov
Partner

St. Louis, MO
Labor and Employment
Nominated by Large Manufacturing Company

Laura Jordan
Partner

St. Louis, MO
Employment
Nominated by Large Manufacturing Company

TRENAM

Lara Roeske Fernandez
Shareholder

Tampa, FL
Bankruptcy and Creditors' Rights
Nominated by Large Financial Services Firm

ULMER

Stephanie Dutchess Trudeau
Partner

Cleveland, OH
Employment & Labor Litigation
Nominated by Fortune 500 Manufacturing Company

VALOREM LAW GROUP

Patrick J. Lamb
Partner

Chicago, IL
Litigation
Nominated by Fortune 500 Chemicals Company

VENABLE

Susan E. Hollander
Partner

San Francisco, CA
Intellectual Property Litigation
Nominated by Large Retailer

VLP LAW GROUP

Michael L. Whitener
Attorney

Washington, D.C.
Technology Transactions
Nominated by Prominent Professional Services Firm

BTI Client Service All-Stars 2019: The Lineup

Listed in Alphabetical Order, By Firm Name

VON BRIESEN

Jeffrey E. Mark
Attorney
Milwaukee, WI
Health Law
Nominated by Large Health Care Company

WACHTELL, LIPTON, ROSEN & KATZ

Andrew R. Brownstein
Partner
New York, NY
Corporate
Nominated by Global Technology Company

Edward D. Herlihy
Partner
New York, NY
Corporate
Nominated by Large Financial Services Firm



David A. Katz
Partner
New York, NY
Corporate
Nominated by Fortune 500 Energy Company

Jonathan M. Moses
Partner
New York, NY
Litigation
Nominated by Fortune 500 Investment Bank



Sabastian V. Niles
Partner
New York, NY
Corporate
Nominated by Fortune 500 Retailer



Gregory E. Ostling
Partner
New York, NY
Corporate
Nominated by Large Chemicals Company

Steven A. Rosenblum
Partner
New York, NY
Corporate
Nominated by Fortune 500 Chemicals Company

WEIL & DRAGE

Christine E. Drage
Partner
Laguna Hills, CA
Construction
Nominated by Large Construction Company

BTI Client Service All-Stars 2019: The Lineup

Listed in Alphabetical Order, By Firm Name

WHEELER TRIGG O'DONNELL

Michael L. O'Donnell
Firm Chair

Denver, CO
Commercial Litigation
Nominated by Fortune 500 Telecom Company

Kathryn A. Reilly
Partner

Denver, CO
Commercial Litigation
Nominated by Fortune 500 Telecom Company

WHITE & CASE

Brian Pfeiffer
Partner

New York, NY
Restructuring
Nominated by Large Financial Services Firm

WIGGIN AND DANA

Tahlia Townsend
Partner

Washington, D.C. and New Haven, CT
International Trade Compliance
Nominated by Fortune 1000 Consumer Goods Manufacturer

WILLIAMS & CONNOLLY

Enu A. Mainigi
Partner

Washington, D.C.
Litigation
Nominated by Global Health Care Company

Brendan V. Sullivan Jr.
Partner

Washington, D.C.
Litigation
Nominated by Global Health Care Company

WILLIAMS MULLEN

Robert E. Korroch
Partner

Norfolk, VA
Government Contracts
Nominated by Global Transportation Company

WILLKIE

David P. Murray
Partner

Washington, D.C.
Litigation
Nominated by Global Telecom Company

BTI Client Service All-Stars 2019: The Lineup

Listed in Alphabetical Order, By Firm Name

WILMERHALE

Kimberly B. Wethly Partner	Boston, MA Tax <i>Nominated by Fortune 1000 Technology Company</i>
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WINSTON & STRAWN

Julius L. Loeser Of Counsel	Chicago, IL Bank Regulatory <i>Nominated by Fortune 1000 Banking Company</i>
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WOLF GREENFIELD

Thomas A. Franklin Shareholder	Boston, MA Electrical & Computer Technologies <i>Nominated by Fortune 1000 Technology Company</i>
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WOMBLE BOND DICKINSON

James P. Cooney, III Partner	Charlotte, NC Litigation <i>Nominated by Large Health Care Company</i>
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WRIGHT CLOSE & BARGER

Thomas C. Wright Founding Partner	Houston, TX Litigation <i>Nominated by Global Insurance Company</i>
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ZETLIN & DE CHIARA

Michael K. De Chiara Senior Partner	New York, NY Construction Law <i>Nominated by Large Construction Company</i>
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HOW TO BECOME A BTI CLIENT SERVICE ALL-STAR

1 Ingrain Yourself in the Business—Not the Matter

Institutionalize relationships to make yourself indispensable

Talk business to me.

Cloak all your recommendations and guidance in the context of the client’s business. Legal decision makers say business context most differentiates one attorney from another. As attorneys, the work demands understanding industry dynamics, current events, and competitive pressures. However, equal importance needs to be placed on business objectives and communicating with the client in terms they understand—and value (translation: speak in terms of business outcomes and impacts, along with your legal insights).

Think past the work.

The work is important, but is only one component of a successful relationship. Many attorneys are capable of providing effective counsel. Few focus on building the business relationship. Meet with clients twice or more a year to build your relationship in a systematic manner—discuss their changing goals, pressures they are feeling from their management, and offer new thinking or strategies for them to consider based on changes in external factors.

Teaching is the first step.

Teach clients something they don’t know and will help them do their job better (or help them personally). No charge. Taking a step to prove you are invested in the client earns you their investment back.

7 Steps to Ensure You Don’t Grow Relationships

1. Focus only on the work
2. Don’t ask clients about their business objectives
3. Keep your best ideas to yourself
4. Respond quickly, but not as fast as a competitor
5. Don’t take the obvious next step without being asked
6. Avoid offering opinions before being hired
7. Act like you are trying to win the work—instead of acting like you have the work

2 Assess Your Client Relationships

Be certain of which relationships need immediate repair and which are ready to grow

Invested clients behave differently.

Stated behavior often differs from actual behavior—particularly when it comes to clients. When asked if they would recommend a named provider, 85% of clients said yes. Later in the same study, when asked which providers they would recommend (without prompting them with the provider's name), fully 45% of executives did not name the provider they said they would recommend earlier.

It's the difference between what clients tell us they will do (many times so we do not force them to have an uncomfortable conversation) and what they will actually do in a given situation.

Building client investment isn't just good for the client. Attorneys and law firms with higher levels of client investment enjoy:

- Higher growth
- Increased profits
- Greater client retention

DO YOU KNOW...

If your clients really think of you first?

How your performance stacks up against others serving your clients?

If something you are doing is driving your clients crazy—even just a little?

How your clients rate you in the activities proven to drive superior relationships?

If your relationship is improving, declining, or stagnant?

Every professional whose client is invested in the relationship knows the answers to these questions and more.

3 Immediately Boost Relationships with Clientelligence®

Pinpoint your strengths—and weaknesses—in the activities proven to drive growth

BTI's more than 25 years of research pinpoint the 17 activities responsible for driving the absolute best client relationships. In essence, they are how clients define client service excellence and what clients expect out of the firms with whom they have the best relationships. The best-in-class performances in these activities are proven to drive superior financial performance.

There's only 1 way to determine if you are hitting the best-in-class threshold: ask.

Client feedback allows you to unequivocally pinpoint where you are excelling and where you need systematic improvements in your relationships.

The best feedback initiatives not only assess how you and your firm perform, but also look at the performance of the competitors also serving your clients. At the end of the day, what does it matter if a client thinks you are doing great, if a competitor is doing better?

THE 17 ACTIVITIES

Quadrant I: Relationship Bliss

Commitment to help
Client focus
Understanding the client's business
Providing value for the dollar

Quadrant II: Price of Admission

Legal skills
Quality
Meeting core scope
Keeping clients informed
Dealing with unexpected changes
Handling problems

Quadrant III: Relationship Builders

Breadth of services
Helping advise on business issues
Regional reputation
Unprompted communication
Bringing together resources

Quadrant IV: Business Magnets

Anticipating the client's needs
Innovative approach

LEARN MORE ABOUT THE 17 ACTIVITIES AND
BTI'S LATEST BOOK: *CLIENTELIGENCE AT*
WWW.BTICONSULTING.COM/17

A close-up, high-contrast photograph of the intricate mechanical gears and components of a watch movement. The image is rendered in a monochromatic blue-grey tone, emphasizing the metallic textures and the complex interlocking of the gears. The lighting creates deep shadows and bright highlights, highlighting the precision engineering of the timepiece.

BTI'S METHODOLOGY AND APPROACH

Methodology and Approach

Independent, unbiased research

BTI's goal each year is to be objective and transparent in our rankings. The All-Stars is a data-driven ranking based solely on in-depth telephone interviews with leading legal decision makers.

This research is independent and unbiased—no law firm or organization other than BTI sponsors this study. No law firm or attorney influences the results, submits nominations, or provides client names to BTI.

Each year, BTI reaches out to a strategically designed group of top legal decision makers at large organizations with \$1 billion or more in revenue. *BTI Client Service All-Stars 2019* draws on data collected in BTI's ongoing Annual Survey of General Counsel.

Participants are granted confidentiality at the individual and organizational level. They receive no compensation. They do receive an exclusive benchmarking report on legal spending, outside management counsel strategies, and this report.

2019 Survey Participant Demographics

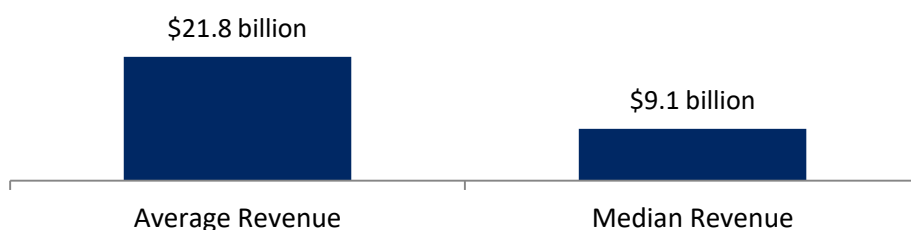
OVERVIEW

Interviews	More than 350 in-depth telephone interviews
Time Frame	Conducted between March 20, 2018 and February 8, 2019
Incentives	Respondents receive a complimentary report of legal benchmarks and metrics

HIGHEST-RANKING LEGAL DECISION MAKERS

- General Counsel/Chief Legal Officer
- Direct Report to General Counsel
- Other Legal Decision Maker

ORGANIZATIONS WITH HIGHEST LEVELS OF LEGAL SPENDING



REPRESENTATIVE OF MORE THAN 15 INDUSTRY SEGMENTS

Banking	High Tech	Professional Services
Chemicals	Insurance	Retail Trade
Consumer Goods	Investment Banks	Telecom
Energy	Manufacturing	Transportation
Financial Services	Pharma	Wholesale Trade

ABOUT BTI



Drive Growth with BTI's High-Impact Client Feedback



***70%** of clients want to tell their outside counsel how they're doing, how to improve, and how to do better.*

*Law firms with custom client feedback programs see **33% or more** in higher profits.*

BTI is the undisputed industry leader in **world-class client feedback programs**, compelling research, and strategic insights delivering high-impact growth.

We help you develop more business with existing and new clients, in established or new markets. BTI is proud to have worked with virtually every market leader in every profession over the last 30 years around the globe.

BTI Helps Clients Grow Through:

High-Impact Client Feedback
Client Service Excellence Programs
Business Development Strategy
Market Opportunity Research
Insightful Client-Centric Whitepapers & Reports

Contact Us

For questions, research inquiries and information on BTI's client feedback programs, market insight research, seminars, training, or workshops, please contact us via email or by calling: **+1 617 439 0333**



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Authoritative, innovative, and practical advice from our research

Law firms who would otherwise have little insight into corporate counsel hiring decisions, goals, law firm preferences, market positions, and detailed recommendations can now gain access to the same research used by the largest and best-performing firms in the world. The data and insight found in BTI's reports are used to train attorneys, guide business development, inform strategy, and calibrate market trends against firm tactics. In short, you get many of the benefits of a custom study commissioned for your firm, at a fraction of the cost. These insights are proven to drive growth and client retention and protect fees.

All of our reports come with a 100% satisfaction guarantee and complete telephone support to help you maximize the value from our publications.

You can order these and other compelling BTI research or publications at www.bticonsulting.com.

BTI Client Service A-Team 2019

17 activities drive superior client relationships. 4 matter most. Discover how clients rate more than 300 law firms—by name—in these key activities, including Client Focus, Commitment to Help, Legal Skills, and Provides Value for the Dollar.



BTI Practice Outlook 2019

Your best source for the data and strategies to jump start your firm's growth today. With detailed information on 18 practice areas and 16 industries find the best opportunities to grow, target and win market advantages, and chart the best course of action for your firm.



BTI Litigation Outlook 2019

Your trusted and essential guide to navigating the hurdles in the litigation market ahead. Use it to immediately target the best opportunities, overcome challenges, and prepare for the biggest changes.



BTI Brand Elite 2019 – Coming Soon

Based on why clients hire and recommend law firms—not the services, size, or location of a law firm—BTI's research reveals how law firms of any size reap substantial new business by improving brand perceptions in the market.



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