

INSIGHTS + NEWS

Bowditch Named to 2024 BTI Client Service A-Team List for Second Consecutive Year

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Bowditch has been named to the 2024 *BTI Client Service A-Team* list for the second consecutive year and is one of only a few mid-sized regional firms included in the list. The BTI rankings highlight law firms that excel in delivering superior client service and are based on data collected in BTI's ongoing Annual Survey of General Counsel. The survey is comprised of in-depth interviews with more than 300 legal decision-makers at organizations with more than \$1 billion in revenue.

BTI's rankings are unique in the industry because no firm can nominate or submit for recognition. Rankings are based on direct, unprompted feedback from corporate counsel who are asked to name firms that excel in 17 objective ranking factors—all of which outside counsel agree drive the strongest relationships with law firms. A partial list of the ranking factors include unprompted communication, including clients early in strategy and approach, providing value for the dollar, being trustworthy for cost control, understanding the client's business, fielding the absolute best team, dealing with unexpected changes, dealing with complexity, developing innovative approaches, keeping clients informed and being easy to work with.

"We are honored to be recognized once again for our exceptional client service. Our lawyers use a holistic, 360-degree approach to client relationships, providing top-notch advice, connection and advocacy while focusing on being proactive, innovative, strategic and transparent," said John Shoro, Bowditch's managing partner. "As a firm, we are committed to building strong relationships, providing an exceptional client experience, and exceeding each client's expectations."