



Reinhart Recognized for Superior Client Service 2009

MILWAUKEE – The *BTI Client Service A-Team 2010* survey of General Counsel at Fortune 1000 companies recognizes Reinhart Boerner Van Deuren s.c. (Reinhart) for delivering superior client service. With that recognition, Reinhart stands out in a field of more than 500 law firms serving leading corporations in more than 15 industries.

Reinhart has an established tradition of placing service at the forefront of its client relationships. That tradition is expressed in a formal set of Client Service Standards. In addition, the firm has a designated team of Client Service Advocates available for direct client contact, fostering an "open door" policy for feedback or satisfactory resolution of concerns.

The independently-conducted survey engages in one-on-one interviews with corporate counsel. It addresses 17 categories identified by C-level executives and General Counsel as those that they use to evaluate their outside legal advisors. Respondents are asked to name the law firm that best serves them in the categories "legal skills," "breadth of services," "meets scope and budget," "client focus," "anticipates the client's needs" and a dozen others.

This is the ninth year that BTI has undertaken their Client Service analysis.

About BTI Consulting Group

BTI is the leading provider of strategic research to law firms and General Counsel. For the past 20 years, BTI has delivered compelling, custom client surveys to firms with 6 to 600 partners. BTI also provides syndicated market research about client service, market direction and client satisfaction to more than 200 top law firms. BTI's work spans 13 different professions, helping clients learn best practices from world-class firms in virtually all professional services industries.

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