



## Reinhart Recognized for Superior Client Service 2012

MILWAUKEE – [Reinhart Boerner Van Deuren s.c.](#) (Reinhart) is recognized as a client service leader in the [BTI Client Service A-Team 2013](#). The *BTI Client Service A-Team* is the only law firm ranking based solely on direct, unprompted feedback from corporate counsel. In-depth interviews with more than 240 corporate counsel reveal Reinhart delivers better client service than over half of the law firms serving the world's largest clients.

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 and satisfactory resolution of concerns.

BTI's independently conducted survey engages in one-on-one interviews with corporate counsel. It addresses 17 categories identified by General Counsel and C-level executives as those that they use to evaluate their outside legal advisors. Respondents are asked to name the law firm that best serves them in several categories, including Legal Skills, Breadth of Services, Meets Core Scope, Client Focus, and Anticipates the Client's Needs.

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

### About BTI Consulting Group

BTI is the leading provider of strategic research to the legal community—performing more market research about law firms than virtually anyone. BTI has helped more than 150 law firms and professional services firms improve client service through compelling research and advice. BTI conducts the only continuous benchmarking market study in the legal services industry.

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