



# THE 17<sup>TH</sup> ANNUAL BTI CLIENT SERVICE ALL-STARS

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**326 ATTORNEYS ABSOLUTELY BEST AT CLIENT SERVICE  
GENERAL COUNSEL NAME THE ATTORNEYS ON TOP**

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326 attorneys have mastered the art of superior client service. In the eyes of clients, these attorneys are unsurpassed in their delivery of client service. These are the BTI Client Service All-Stars 2018. This report honors the individuals able to stand out in the sea of legal services providers to represent the cream of the crop.

Corporate counsel single out each 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.

This year's Client Service All-Star lineup is especially strong. These client-savvy attorneys stand out for delivering the best client experience. We note 6 associates standing out for superior client service—an enormous accomplishment, and advantage, for each of the 6 as they move forward in their careers.

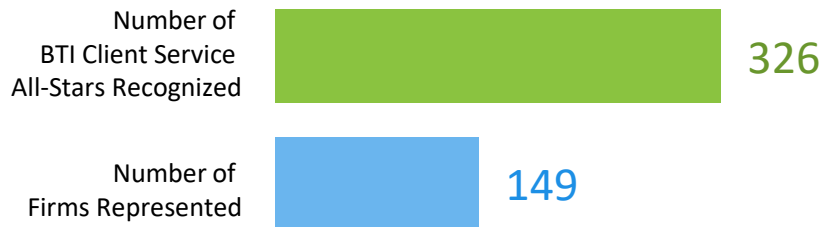
We congratulate each and every BTI Client Service All-Star. They continue to exceed clients' ever-rising expectations, as measured by the most demanding clients—the sole and final judge.

This year, clients point to a new reason driving a BTI Client Service All-Star-level performance—a superior client experience. This new driver ups the standard for every attorney, including the All-Stars, as clients expect more. We discuss this on page 4.

## BTI Client Service All-Stars 2018

Now in its 17<sup>th</sup> 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 best client service.

BTI congratulates each of the 326 individual attorneys honored in the *BTI Client Service All-Stars 2018* and applauds their skill and dedication to providing superior client service.

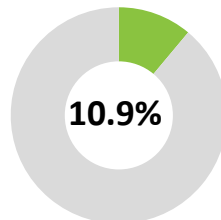


17 attorneys—a mere 5.5% of the *BTI Client Service All-Stars 2018*—are making repeat appearances. Clients single out these MVPs providing consistent service over time—proving themselves as the best at client service time and time again.

Only 71 law firms are home to 2 or more BTI Client Service All-Stars. These firms account for 250 BTI Client Service All-Stars—suggesting a culture of client service which is more dominant than at other firms. 28 of these law firms are also singled out by clients in the *BTI Client Service A-Team 2018*, appearing on this year’s BTI Client Service 30.

### All-Star Scarcity:

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



Firms represented by **MORE THAN one All-Star attorney**

### The Elite MVPs:

**Fewer than 6% of Attorneys Earn Recognition Year after Year**



**Attorneys Recognized 2 or More Years in a Row**

## THE 6 TRAITS OF A CLIENT SERVICE ALL-STAR

### SUPERIOR CLIENT FOCUS

A BTI Client Service All-Star never forgets: **the client and the client's needs and goals come first.** 30.8% of All-Stars earn their nomination through providing exceptional client service by tailoring their services to meet the needs of clients.

**#1**

**#2**

### CLIENT EXPERIENCE

Clients seek a superior experience in every interaction they have with their attorneys. 30.3% of All-Stars earn their nomination by providing a consistent client experience across all touchpoints.

### LEGAL SKILLS

Many All-Stars earn recognition through their exceptional legal skills. The results these attorneys deliver far exceed what the client thought possible.

**#3**

**#4**

### UNMATCHED BUSINESS UNDERSTANDING

All-Stars know the best way to truly help clients is to first understand their business. Every conversation, action, and recommendation considers industry dynamics, business objectives, current events, and competitive pressures.

### OUTSIZED VALUE

Providing value continues to drive nominations to this elite list. Clients face strong cost pressures when hiring law firms and want to feel they are getting a deal—no matter the price tag.

**#5**

**#6**

### INNOVATIVE THOUGHT LEADER

Thought leaders provide unique, creative solutions to drive a competitive advantage for their client's business.

**326 ALL-STARS,  
6 DRIVERS.**

Despite the number of personalities and varying expectations corporate counsel place on attorneys, there are 6 common characteristics shared by the attorneys singled out by clients as best.

The good news is most of these traits are learnable.

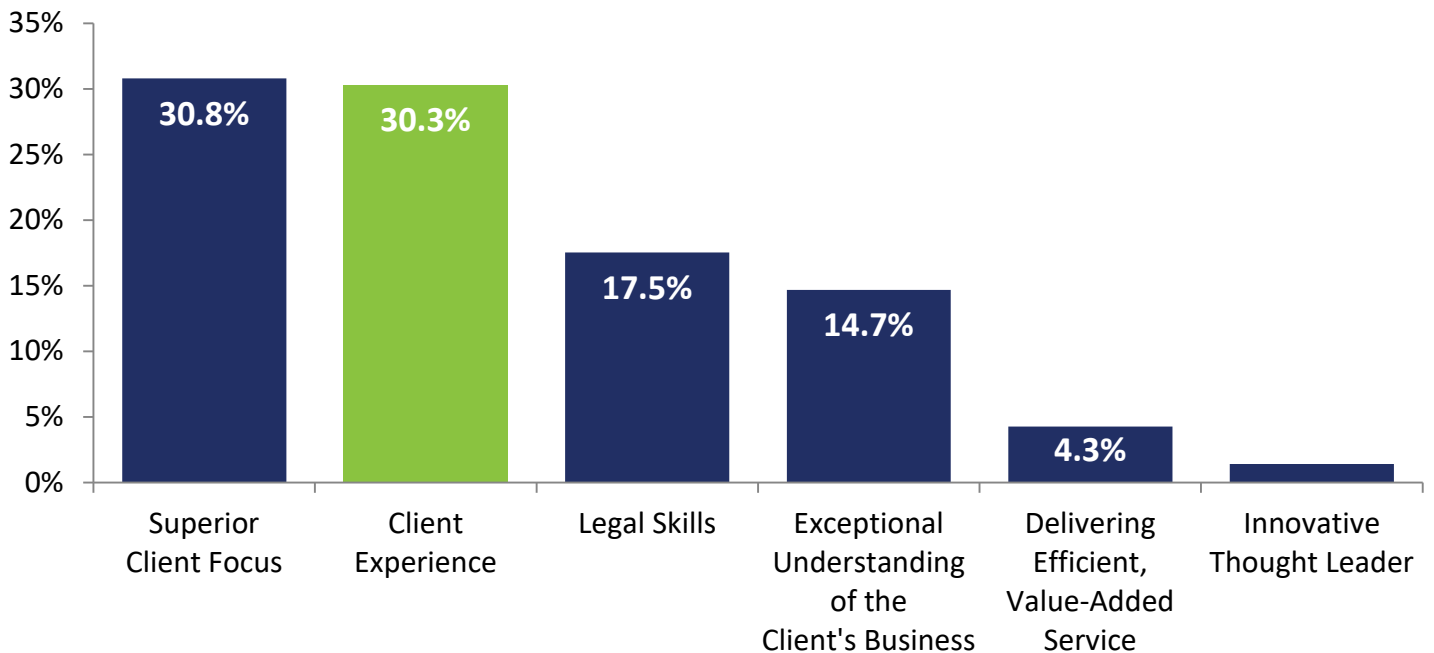
## The 6 Traits of a Client Service All-Star

### Client Experience

This year corporate counsel single out a new trait—superior client experience. This comes on the heels of a [sharp consolidation](#) in firms corporate counsel turn to for their legal needs, making the relationships with the chosen few even more important.

C-level executives will seek out and pay premium rates for a superior, reliable, and predictable client experience. The BTI Client Service All-Stars treat their client relationships as a continuum. It doesn't end. Each experience adds to the relationship, from pitch to post-matter briefing to ongoing communication during and between matters. And these interactions are all built around client preferences and adding value.

The more consistent the client experience, the more clients feel they can rely on their attorneys. Your consistency across interactions and touchpoints leads to predictability and trust—building the strongest and longest lasting client relationships.



# **CULTIVATING CLIENT SERVICE STANDOUTS**

## LAW FIRMS HOME TO MULTIPLE ALL-STAR ATTORNEYS

### Cultivating Firmwide Success

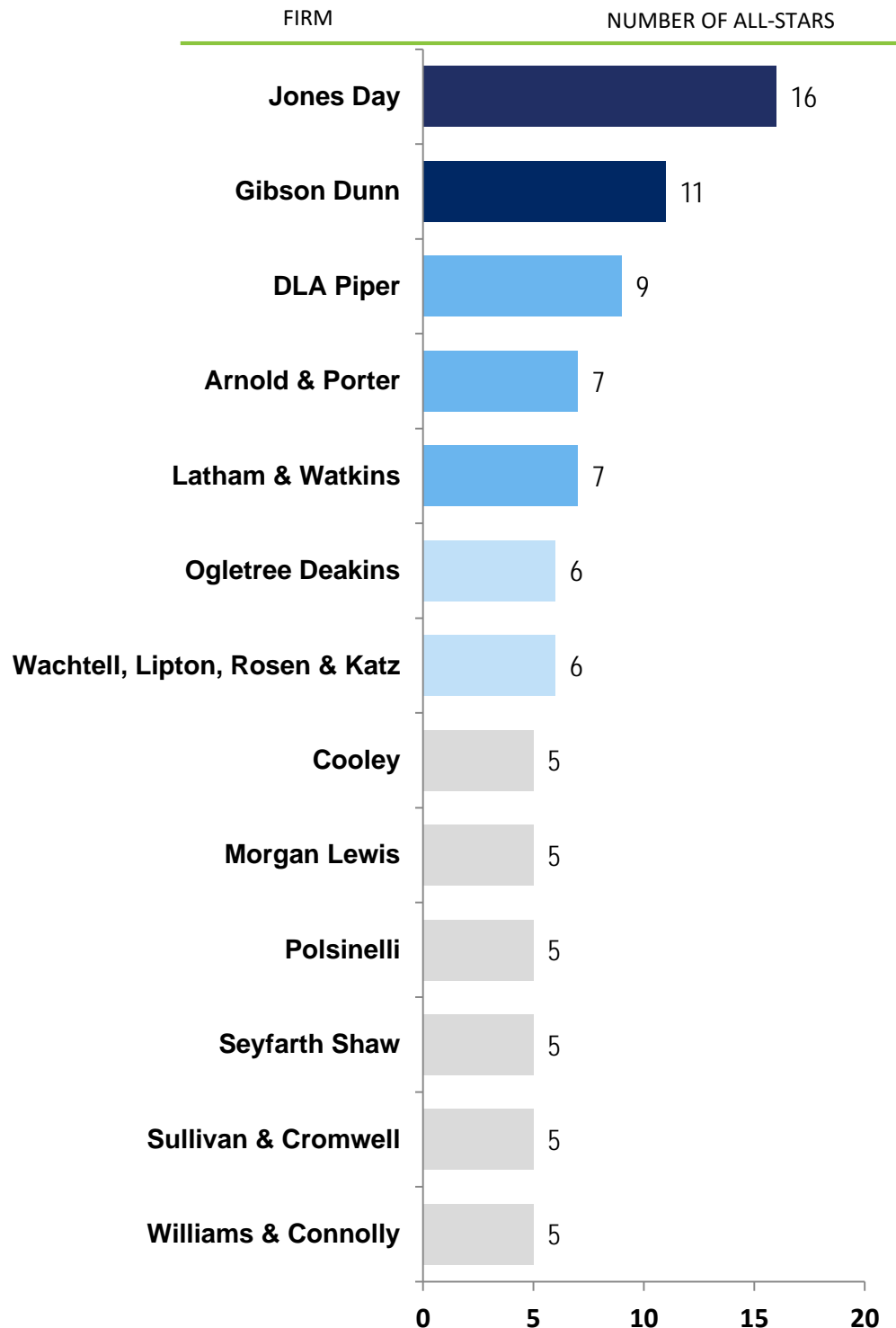
Of the 650 law firms serving large organizations, only 71 are home to more than 1 BTI Client Service All-Star: a truly elite group of standout firms.

These firms demonstrate their firmwide commitment to client service excellence. It is no surprise to learn over 80% of these firms are also featured in the top 100 in the *BTI Client Service A-Team 2018*—BTI’s definitive annual ranking of the law firms legal decision makers recognize for delivering the absolute best client service.

#### New Records

Jones Day sets a new record as home to the largest number of BTI Client Service All-Stars, with 16. The firm shows an ongoing and unrelenting commitment to not just delivering, but also improving, client service.

Gibson Dunn also breaks new ground by serving as home for 11 BTI Client Service All-Stars. This shows you can embed client service into firm culture.



*Continued on next page*

## LAW FIRMS HOME TO MULTIPLE ALL-STAR ATTORNEYS

| FIRM                           | NUMBER OF ALL-STARS | FIRM                           | NUMBER OF ALL-STARS |
|--------------------------------|---------------------|--------------------------------|---------------------|
| Jones Day                      | 16                  | Locke Lord                     | 4                   |
| Gibson Dunn                    | 11                  | McGuireWoods                   | 4                   |
| DLA Piper                      | 9                   | Norton Rose Fulbright          | 4                   |
| Arnold & Porter                | 7                   | Skadden                        | 4                   |
| Latham & Watkins               | 7                   | Winston & Strawn               | 4                   |
| Ogletree Deakins               | 6                   | Covington                      | 3                   |
| Wachtell, Lipton, Rosen & Katz | 6                   | Debevoise & Plimpton           | 3                   |
| Cooley                         | 5                   | Dechert                        | 3                   |
| Morgan Lewis                   | 5                   | Holland & Hart                 | 3                   |
| Polsinelli                     | 5                   | Kasowitz Benson Torres         | 3                   |
| Seyfarth Shaw                  | 5                   | Kirkland & Ellis               | 3                   |
| Sullivan & Cromwell            | 5                   | Mayer Brown                    | 3                   |
| Williams & Connolly            | 5                   | Orrick                         | 3                   |
| Alston & Bird                  | 4                   | Paul Hastings                  | 3                   |
| Baker McKenzie                 | 4                   | Sidley                         | 3                   |
| Blank Rome                     | 4                   | Squire Patton Boggs            | 3                   |
| Cravath, Swaine & Moore        | 4                   | White & Case                   | 3                   |
| Faegre Baker Daniels           | 4                   | Akin Gump Strauss Hauer & Feld | 2                   |
| Hogan Lovells                  | 4                   | Andrews Kurth                  | 2                   |
| Jones Walker                   | 4                   | Arent Fox                      | 2                   |
| K&L Gates                      | 4                   | Baker Botts                    | 2                   |
| King & Spalding                | 4                   | BakerHostetler                 | 2                   |

*Continued on next page*

## LAW FIRMS HOME TO MULTIPLE ALL-STAR ATTORNEYS

| FIRM                                   | NUMBER OF ALL-STARS | FIRM   | NUMBER OF ALL-STARS |
|--|---------------------|--|---------------------|
| <b>Barnes &amp; Thornburg</b>          | 2                   | <b>Manatt</b>                                | 2                   |
| <b>Bradley</b>                         | 2                   | <b>Michael Best</b>                          | 2                   |
| <b>Buchanan Ingersoll &amp; Rooney</b> | 2                   | <b>Morrison &amp; Foerster</b>               | 2                   |
| <b>Cadwalader</b>                      | 2                   | <b>O'Melveny</b>                             | 2                   |
| <b>Clifford Chance</b>                 | 2                   | <b>Pillsbury</b>                             | 2                   |
| <b>Davis Polk</b>                      | 2                   | <b>Quinn Emanuel Urquhart &amp; Sullivan</b> | 2                   |
| <b>Dentons</b>                         | 2                   | <b>Reed Smith</b>                            | 2                   |
| <b>Godfrey &amp; Kahn</b>              | 2                   | <b>Ropes &amp; Gray</b>                      | 2                   |
| <b>Greenberg Traurig</b>               | 2                   | <b>Saul Ewing Arnstein &amp; Lehr</b>        | 2                   |
| <b>Haynes and Boone</b>                | 2                   | <b>Sheppard Mullin</b>                       | 2                   |
| <b>Hughes Hubbard &amp; Reed</b>       | 2                   | <b>Simpson Thacher</b>                       | 2                   |
| <b>Jenner &amp; Block</b>              | 2                   | <b>Weil</b>                                  | 2                   |
| <b>Katten Muchin Rosenman</b>          | 2                   | <b>Womble Bond Dickinson</b>                 | 2                   |
| <b>Littler</b>                         | 2                   |  |                     |



## TOP ATTORNEYS REINVENTING CLIENT RELATIONSHIPS

### 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.

## TOP ATTORNEYS REINVENTING CLIENT RELATIONSHIPS

### BTI CLIENT SERVICE HALL OF FAME

*Even among the elite, H. Rodgin Cohen is in a class of his own. 2018 marks Mr. Cohen's 15<sup>th</sup> appearance as part of the BTI Client Service All-Stars—far exceeding the record of any other attorney over the past 17 years.*

*This accomplishment is a true testament to his ongoing dedication to delivering the absolute highest levels of client service.*

#### H. RODGIN COHEN

SENIOR CHAIRMAN  
SULLIVAN & CROMWELL

"I value his ability to provide legal advice combined with business advice; he can quickly access an issue and come up with a solution."

## TOP ATTORNEYS REINVENTING CLIENT RELATIONSHIPS

### BTI CLIENT SERVICE SUPER ALL-STARS

*These 6 standout attorneys receive recognition from multiple influential General Counsel and legal decision makers.*

#### ANTHONY ALDEN

PARTNER  
QUINN EMANUEL URQUHART & SULLIVAN

"He is a great attorney—I think he is among few we really like. He stands out because he is committed and hard working."

#### ALAN W. BELOFF

SENIOR COUNSEL  
MORGAN LEWIS

"He is an experienced lawyer and has an unmatched commitment to his clients."

#### DAVID K. CALLAHAN

PARTNER  
LATHAM & WATKINS

"He solves all my problems and has a great attitude towards his work."

#### JONATHAN L. CORSICO

PARTNER  
GIBSON DUNN

"I trust his experience and his judgment—and he's fun to work with."

#### SEAN C. FELLER

PARTNER  
GIBSON DUNN

"He is responsive, practical, and has specialized knowledge—it's the practical part that makes him special and better than the rest."

#### FRANK LAYSON

PARTNER  
DLA PIPER

"He pays attention to client needs, has the ability to bridge gaps when dealing with the other side, and provides creative solutions."

## TOP ATTORNEYS REINVENTING CLIENT RELATIONSHIPS

### Service as a Way of Life—the 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.*

### BTI CLIENT SERVICE ALL-STAR MVPs

| ATTORNEY  | NUMBER OF<br>CONSECUTIVE YEARS RECOGNIZED | ATTORNEY   | NUMBER OF<br>CONSECUTIVE YEARS RECOGNIZED |
|---|---|--|---|
| <b>Tracy E. Kern</b><br>Partner, Jones Walker                       | 5   | <b>Ron Chapman, Jr.</b><br>Shareholder, Ogletree Deakins                 | 2   |
| <b>E. Joshua Rosenkranz</b><br>Partner, Orrick                      | 5   | <b>A. Craig Cleland</b><br>Shareholder, Ogletree Deakins                 | 2   |
| <b>John T. Baecher</b><br>Partner, Norton Rose Fulbright            | 4   | <b>Gregory Carl Cook</b><br>Partner, Balch & Bingham                     | 2   |
| <b>Stephen I. Glover</b><br>Partner, Gibson Dunn                    | 4   | <b>William Donovan, Jr.</b><br>Partner, Cooley                           | 2   |
| <b>Kirk T. May</b><br>Founding Shareholder, German May              | 4   | <b>Paula J. Morency</b><br>Partner, Schiff Hardin                        | 2   |
| <b>Edward D. Herlihy</b><br>Partner, Wachtell, Lipton, Rosen & Katz | 3   | <b>Jonathan M. Moses</b><br>Partner, Wachtell, Lipton, Rosen & Katz      | 2   |
| <b>Gregg M. Lemley</b><br>Shareholder, Ogletree Deakins             | 3   | <b>Richard R. Patch</b><br>Partner, Coblenz Patch Duffy & Bass           | 2   |
| <b>Randi C. Lesnick</b><br>Partner, Jones Day                       | 3   | <b>Rick Richmond</b><br>Managing Partner, Los Angeles,<br>Jenner & Block | 2   |
| <b>Jennifer R. Mewaldt</b><br>Partner, Faegre Baker Daniels         | 3   |  |   |

"She is zealous, good in trial,  
and a great advocate for us."

"He understands our requirements very  
quickly and anticipates my needs."

## TOP ATTORNEYS REINVENTING CLIENT RELATIONSHIPS

### ASSOCIATE ALL-STARS

*These 6 standout associates receive recognition from influential General Counsel and legal decision makers.*

#### CAMERON BYRD

ASSOCIATE

AHMAD, ZAVITSANOS, ANAIPAKOS, ALAVI & MENSING

"He is highly effective and helps us be successful."

#### RACHAEL DETTMANN SPIEGEL

ASSOCIATE

FAEGRE BAKER DANIELS

"She is very proactive and gives me concise information which is relevant to us."

#### NADIA JAGUSIAK

ASSOCIATE

CLIFFORD CHANCE

"She gets what I am looking for and gets to the heart of the matter fast."

#### BENJAMIN C. LEE

ASSOCIATE

JONES DAY

"He is extremely responsive."

#### TIMOTHY ORR

ASSOCIATE

JONES DAY

"He is able to answer just about any question I have."

#### SPENCER WINTERS

ASSOCIATE

KIRKLAND & ELLIS

"He is very smart and down to earth."

# **BTI CLIENT SERVICE ALL-STARS 2018: THE LINEUP**

# BTI CLIENT SERVICE ALL-STARS 2018: THE LINEUP

LISTED IN ALPHABETICAL ORDER, BY FIRM NAME

BTI offers congratulations to the following 326 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.**

## AHMAD, ZAVITSANOS, ANAIPAKOS, ALAVI & MENSING

**Cameron Byrd**  
Associate

*Location*  
*Primary Practice*  
*Nominated By*

Houston, TX  
Trade Secrets & Covenants Not to Compete  
World-leading Industrial Services Company

## AKIN GUMP STRAUSS HAUER & FELD

**Ed Pagano**  
Partner

*Location*  
*Primary Practice*  
*Nominated By*

Washington, DC  
Public Law and Policy  
Global Healthcare Company

**Michael S. Stamer**  
Partner

*Location*  
*Primary Practice*  
*Nominated By*

New York, NY  
Financial Restructuring  
Leading Consumer Goods Manufacturer

## ALSTON & BIRD

**R. Steve Ensor**  
Partner

*Location*  
*Primary Practice*  
*Nominated By*

Atlanta, GA  
Labor & Employment  
Leading Logistics Company

**Kyle G. Healy**  
Partner

*Location*  
*Primary Practice*  
*Nominated By*

Atlanta, GA  
Corporate Transactions & Securities  
Large Consumer Goods Company

**Ginabeth B. Hutchison**  
Counsel

*Location*  
*Primary Practice*  
  
*Nominated By*

Atlanta, GA  
Trademark Prosecution & Portfolio Management  
Respected Insurance Company

**Kristine McAlister Brown**  
Partner

*Location*  
*Primary Practice*  
*Nominated By*

Atlanta, GA  
Litigation  
Nationwide Furniture Retailer

## BTI CLIENT SERVICE ALL-STARS 2018: THE LINEUP

LISTED IN ALPHABETICAL ORDER, BY FIRM NAME

### ANDREWS KURTH

**Robert V. Jewell**  
Managing Partner

*Location* Houston, TX  
*Primary Practice* Equity and Debt Capital Markets  
*Nominated By* International Apparel Manufacturer

**Daniel E. McCormick**  
Partner

*Location* Houston, TX  
*Primary Practice* Real Estate  
*Nominated By* Large Saas Provider

### ARENT FOX

**David G. Bayles**  
Attorney

*Location* Los Angeles, CA  
*Primary Practice* Intellectual Property Litigation  
*Nominated By* World-leading Industrial Services Company

**David C. Meyer**  
Partner

*Location* Los Angeles, CA  
*Primary Practice* Corporate & Securities  
*Nominated By* International Computer Accessory Manufacturer

### ARNOLD & PORTER

**Richard E. Baltz**  
Partner

*Location* Washington, DC  
*Primary Practice* Corporate and Finance  
*Nominated By* Respected Insurance Company

**Soumitra Deka**  
Counsel

*Location* San Francisco, CA  
*Primary Practice* Patent Litigation  
*Nominated By* International Chemical Company

**Daniel P. DiNapoli**  
Partner

*Location* New York, NY  
*Primary Practice* Intellectual Property  
*Nominated By* International Chemical Company

**Matthew T. Heartney**  
Partner

*Location* Los Angeles, CA  
*Primary Practice* Antitrust/Competition  
*Nominated By* International Vehicle Manufacturer

**Bruce R. Kelly**  
Partner

*Location* New York, NY  
*Primary Practice* Product Liability  
*Nominated By* Global Energy Company

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## BTI CLIENT SERVICE ALL-STARS 2018: THE LINEUP

LISTED IN ALPHABETICAL ORDER, BY FIRM NAME

### ARNOLD & PORTER, *continued*

|  |   |   |
|--|---|---|
| <b>Brian C. McCormally</b><br>Partner  | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Washington, DC<br>Financial Services<br>Leading Regional Bank |
| <b>Christopher M. Odell</b><br>Partner | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Houston, TX<br>Litigation<br>Leading American Power Company   |

### BAKER BOTTS

|                                     |   |  |
|-------------------------------------|---|--|
| <b>Andrew M. Baker</b><br>Partner   | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Houston, TX and Dallas, TX<br>Corporate<br>Large Saas Provider                 |
| <b>Theodore W. Paris</b><br>Partner | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Houston, TX<br>Capital Markets and Securities<br>Large Financial Services Firm |

### BAKER MCKENZIE

|                                      |   |  |
|--------------------------------------|---|--|
| <b>Peter R. George</b><br>Partner    | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Chicago, IL<br>Compliance & Investigations<br>Large Risk Manager                 |
| <b>C. Thomas Kruse</b><br>Partner    | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Houston, TX<br>Commercial Litigation<br>Fortune 1000 Industrial Services Company |
| <b>Nicholas Marchica</b><br>Partner  | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | New York, NY<br>Mergers & Acquisitions<br>Premier Automobile Manufacturer        |
| <b>Jonathan B. Newton</b><br>Partner | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Houston, TX<br>Corporate<br>Large Financial Services Firm                        |

## BTI CLIENT SERVICE ALL-STARS 2018: THE LINEUP

LISTED IN ALPHABETICAL ORDER, BY FIRM NAME

### BAKERHOSTETLER

#### **Billy M. Donley**

Partner

*Location*

Houston, TX

*Primary Practice*

Litigation

*Nominated By*

World-leading Industrial Services Company

#### **Harold H. Fullmer**

Partner

*Location*

Philadelphia, PA

*Primary Practice*

Intellectual Property

*Nominated By*

Premier Semiconductor Company

### BALCH & BINGHAM



#### **Gregory Carl Cook**

Partner

*Location*

Birmingham, AL

*Primary Practice*

Commercial Litigation

*Nominated By*

Global Tech Manufacturing Company

### BALLARD SPAHR

#### **Scott M. Pearson**

Partner

*Location*

Los Angeles, CA

*Primary Practice*

Litigation

*Nominated By*

International Computer Accessory  
Manufacturer

### BARNES & THORNBURG

#### **Paul Olszowka**

Partner

*Location*

Chicago, IL

*Primary Practice*

Litigation

*Nominated By*

Top Global Chemical Company

#### **Frederick L. Schwartz**

Partner

*Location*

Chicago, IL

*Primary Practice*

Labor and Employment

*Nominated By*

International Power Provider

### BENESCH

#### **Mark E. Avsec**

Partner

*Location*

Cleveland, OH

*Primary Practice*

Intellectual Property/3iP

*Nominated By*

High-profile Consumer Goods Company

## BTI CLIENT SERVICE ALL-STARS 2018: THE LINEUP

LISTED IN ALPHABETICAL ORDER, BY FIRM NAME

### BLANK ROME

|  |   |  |
|--|---|--|
| <b>Kevin J. Bruno</b><br>Partner         | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | New York, NY and Princeton, NJ<br>Environmental<br>Large-tier Automotive Supplier  |
| <b>Brett M. Esber</b><br>Partner         | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Washington, DC<br>Maritime Transactions<br>Large Professional Services Firm        |
| <b>Julia K. Holt</b><br>Of Counsel       | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Los Angeles, CA<br>Insurance Recovery Litigation<br>World-leading Beverage Company |
| <b>Frederick G. Sandstrom</b><br>Partner | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Philadelphia, PA<br>Labor & Employment<br>Large Financial Services Company         |

### BOONE KARLBERG

|   |   |  |
|---|---|--|
| <b>Matthew B. Hayhurst</b><br>Shareholder | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Missoula, MT<br>Civil Litigation<br>Innovative Process Systems Company |
|---|---|--|

### BORDEN LADNER GERVAIS

|                                      |   |   |
|--------------------------------------|---|---|
| <b>Douglas R. Sanders</b><br>Partner | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Vancouver, British Columbia<br>Construction Law<br>Cutting-edge Engineering & Manufacturing Company |
|--------------------------------------|---|---|

### BRACEWELL

|                                     |   |   |
|-------------------------------------|---|---|
| <b>Robert S. Nichols</b><br>Partner | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Houston, TX<br>Labor & Employment<br>Leading American Power Company |
|-------------------------------------|---|---|

## BTI CLIENT SERVICE ALL-STARS 2018: THE LINEUP

LISTED IN ALPHABETICAL ORDER, BY FIRM NAME

### BRADLEY

|                                   |   |  |
|-----------------------------------|---|--|
| <b>David W. Owen</b><br>Partner   | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Birmingham, AL<br>Construction Litigation and Disputes<br>Premier Multinational Infrastructure Group |
| <b>E. Mabry Rogers</b><br>Partner | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Birmingham, AL<br>Construction Litigation and Disputes<br>Fortune 200 Energy Company                 |

### BROWN & RUPRECHT

|                                     |   |  |
|-------------------------------------|---|--|
| <b>Heather F. Shore</b><br>Attorney | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Kansas City, MO<br>Construction Litigation<br>Premier Multinational Infrastructure Group |
|-------------------------------------|---|--|

### BRYAN CAVE

|                                       |   |   |
|---------------------------------------|---|---|
| <b>Stephanie M. Hosler</b><br>Partner | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | St. Louis, MO<br>Transactions<br>Prominent Healthcare Company |
|---------------------------------------|---|---|

### BUCHANAN INGERSOLL & ROONEY

|  |   |  |
|--|---|--|
| <b>Derek P. Benke</b><br>Senior Attorney | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Alexandria, VA<br>Intellectual Property<br>Global Technology Company |
| <b>Rosemary J. Bruno</b><br>Shareholder  | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Newark, NJ<br>Class Actions<br>Premier Automobile Manufacturer       |

### BURNS & LEVINSON

|                                      |   |  |
|--------------------------------------|---|--|
| <b>Dr. Ronda P. Moore</b><br>Partner | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Boston, MA<br>Patents<br>Top Medical Products Manufacturer |
|--------------------------------------|---|--|

## BTI CLIENT SERVICE ALL-STARS 2018: THE LINEUP

LISTED IN ALPHABETICAL ORDER, BY FIRM NAME

### BUSINESS LEGALS

|                                      |   |  |
|--------------------------------------|---|--|
| <b>Frank C. Ellinger</b><br>Attorney | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Biberach, Germany<br>Contract Law<br>Top Medical Products Manufacturer |
|--------------------------------------|---|--|

### CADWALADER

|   |   |   |
|---|---|---|
| <b>Steven Baker</b><br>Partner                  | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | London, England<br>Global Litigation<br>Leading IT Solutions Firm |
| <b>Gillian Groarke Burns</b><br>Special Counsel | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | New York, NY<br>Antitrust<br>Top American Footwear Company        |

### CAHILL

|                                    |   |  |
|------------------------------------|---|--|
| <b>Bradley J. Bondi</b><br>Partner | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Washington, DC and New York, NY<br>Litigation<br>Large Financial Institution |
|------------------------------------|---|--|

### CARLTON FIELDS

|   |   |  |
|---|---|--|
| <b>Daniel C. Johnson</b><br>Shareholder | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Orlando, FL<br>Litigation<br>Large Financial Services Firm |
|---|---|--|

### CHAPOTON | SANDERS | SCARBOROUGH

|                                      |   |  |
|--------------------------------------|---|--|
| <b>Stephen L. Johnson</b><br>Partner | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Houston, TX<br>Corporate Transactions<br>Large Financial Services Firm |
|--------------------------------------|---|--|

### CLIFFORD CHANCE

|                                    |   |   |
|------------------------------------|---|---|
| <b>Nadia Jagusiak</b><br>Associate | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Amsterdam, Netherlands<br>Intellectual Property<br>Innovative Supplier of Specialty Materials |
| <b>Greg Olsen</b><br>Partner       | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | London, England<br>Antitrust Competition<br>Top-tier Financial Services Company               |

## BTI CLIENT SERVICE ALL-STARS 2018: THE LINEUP

LISTED IN ALPHABETICAL ORDER, BY FIRM NAME

### COBLENTZ PATCH DUFFY & BASS



**Richard R. Patch**  
Partner

*Location* San Francisco, CA  
*Primary Practice* Litigation  
*Nominated By* Large Design Engineering Firm

### COOLEY

**Matthew D. Brown**  
Partner

*Location* San Francisco, CA  
*Primary Practice* Commercial Litigation  
*Nominated By* Leading Financial Services Firm



**William Donovan, Jr.**  
Partner

*Location* Los Angeles, CA  
*Primary Practice* Commercial Litigation  
*Nominated By* Leading Consumer Goods Manufacturer

**Laura Grossfield Birger**  
Partner

*Location* New York, NY  
*Primary Practice* Commercial Litigation  
*Nominated By* Prominent Professional Services Firm

**Dr. Carol Laherty**  
Partner

*Location* Seattle, WA  
*Primary Practice* Intellectual Property  
*Nominated By* Cutting-edge Engineering & Manufacturing Company

**Stephen Smith**  
Partner

*Location* Washington, DC  
*Primary Practice* Intellectual Property  
*Nominated By* Large Energy Company

### COVINGTON

**Andrew M. Smith**  
Partner

*Location* Washington, DC  
*Primary Practice* Financial Services  
*Nominated By* Large Banking Firm

**Jonathan M. Sperling**  
Partner

*Location* New York, NY  
*Primary Practice* Litigation  
*Nominated By* Top Retail Department Store Chain

**Allan J. Topol**  
Senior Counsel

*Location* Washington, DC  
*Primary Practice* Litigation  
*Nominated By* Preeminent International Trading Company

## BTI CLIENT SERVICE ALL-STARS 2018: THE LINEUP

LISTED IN ALPHABETICAL ORDER, BY FIRM NAME

### CRAVATH, SWAINE & MOORE

|                                       |   |  |
|---------------------------------------|---|--|
| <b>Richard W. Clary</b><br>Partner    | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | New York, NY<br>Litigation<br>Large Construction Company                 |
| <b>Michael S. Goldman</b><br>Partner  | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | New York, NY<br>Banking and Finance<br>Global Professional Services Firm |
| <b>Rachel G. Skaistis</b><br>Partner  | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | New York, NY<br>Class Actions<br>Large Telecom Company                   |
| <b>Christine A. Varney</b><br>Partner | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | New York, NY<br>Antitrust<br>Large Saas Provider                         |

### CROWELL & MORING

|                                   |   |  |
|-----------------------------------|---|--|
| <b>Michael Boucher</b><br>Partner | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Washington, DC<br>Regulatory<br>Financial Services Giant |
|-----------------------------------|---|--|

### CURTIS

|                                  |   |  |
|----------------------------------|---|--|
| <b>Raymond T. Hum</b><br>Partner | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Washington, DC and New York, NY<br>Corporate<br>Premier Technical Services Company |
|----------------------------------|---|--|

### DAVIS POLK

|                                    |   |  |
|------------------------------------|---|--|
| <b>Dan Hirschovits</b><br>Partner  | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | London, England<br>Corporate<br>Top-tier Financial Services Company      |
| <b>Marc O. Williams</b><br>Partner | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | New York, NY<br>Mergers and Acquisitions<br>High Tech Defense Contractor |

## BTI CLIENT SERVICE ALL-STARS 2018: THE LINEUP

LISTED IN ALPHABETICAL ORDER, BY FIRM NAME

### DEBEVOISE & PLIMPTON

|                                     |   |  |
|-------------------------------------|---|--|
| <b>John Gleeson</b><br>Partner      | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | New York, NY<br>Litigation<br>Innovative Supplier of Specialty Materials             |
| <b>William D. Regner</b><br>Partner | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | New York, NY<br>Mergers and Acquisitions<br>Leading Global Telecom Company           |
| <b>Julie M. Riewe</b><br>Partner    | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Washington, DC<br>White Collar & Regulatory Defense<br>High-profile Electric Utility |

### DECHERT

|  |   |   |
|--|---|---|
| <b>David L. Ansell</b><br>Senior Counsel | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Washington, DC<br>Financial Services M&A<br>Large Consumer Goods Retailer                             |
| <b>Ben Barnett</b><br>Partner            | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Philadelphia, PA<br>Complex Commercial Litigation<br>Premier Technical Services Company               |
| <b>Mark D. Perlow</b><br>Partner         | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | San Francisco, CA<br>Financial Services and Regulatory Compliance<br>Large Financial Services Company |

### DENTONS

|                                      |   |   |
|--------------------------------------|---|---|
| <b>Joel N. Bock</b><br>Partner       | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Short Hills, NJ<br>Intellectual Property and Technology<br>Large Consumer Goods Company |
| <b>Steven M. Masiello</b><br>Partner | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Denver, CO<br>Litigation<br>Top Retail Department Store Chain                           |

### DICKINSON WRIGHT

|  |   |   |
|--|---|---|
| <b>Christopher A. Cornwall</b><br>Member | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Detroit, MI<br>Construction Law<br>Cutting-edge Engineering & Manufacturing Company |
|--|---|---|



## BTI CLIENT SERVICE ALL-STARS 2018: THE LINEUP

LISTED IN ALPHABETICAL ORDER, BY FIRM NAME

### DICKSON MINTO

**Michelle McCabe**  
Corporate Lawyer

*Location*  
*Primary Practice*  
*Nominated By*

Edinburgh, Scotland  
M&A Transactions  
Large Financial Services Firm

### DILWORTH PAXSON

**Graham R. Laub**  
Partner

*Location*  
*Primary Practice*  
*Nominated By*

Philadelphia, PA  
Mergers & Acquisitions  
Prominent Global Equipment Manufacturer

### DINSMORE

**David J. Lavan**  
Partner

*Location*  
*Primary Practice*  
*Nominated By*

Washington, DC  
Securities  
Leading Construction Products Company

### DLA PIPER

**Robert J. Alessi**  
Partner

*Location*  
*Primary Practice*  
*Nominated By*

New York, NY  
Energy Litigation  
Prominent Natural Resources Company

**James E. Anderson**  
Partner

*Location*  
*Primary Practice*  
*Nominated By*

East Palo Alto, CA  
Real Estate Finance  
Leading Beverage Corporation

**Richard W. Ashley III**  
Partner

*Location*  
*Primary Practice*  
*Nominated By*

Chicago, IL  
Employee Benefits  
Global Energy Company

**Peter M. Astiz**  
Partner

*Location*  
*Primary Practice*  
*Nominated By*

East Palo Alto, CA  
Intellectual Property  
Large Waste Management Company

**David H. Bamberger**  
Partner

*Location*  
*Primary Practice*  
*Nominated By*

Washington, DC  
Antitrust and Competition  
Multinational Food Products Corporation

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## BTI CLIENT SERVICE ALL-STARS 2018: THE LINEUP

LISTED IN ALPHABETICAL ORDER, BY FIRM NAME

### DLA PIPER, *continued*

|  |                         |   |
|--|-------------------------|---|
| <b>Marc D. Katz</b><br>Partner   | <i>Location</i>         | Dallas, TX  |
|  | <i>Primary Practice</i> | Employment Litigation and Dispute Resolution                    |
|  | <i>Nominated By</i>     | Large Manufacturing Company                                     |
| <b>Joseph Lavelle</b><br>Partner   | <i>Location</i>         | Washington, DC  |
|  | <i>Primary Practice</i> | Patent Litigation   |
|  | <i>Nominated By</i>     | Premier Automobile Manufacturer                                 |
|  <b>Frank Layson</b><br>Partner | <i>Location</i>         | Atlanta, GA   |
|  | <i>Primary Practice</i> | Mergers and Acquisitions  |
|  | <i>Nominated By</i>     | Major Transportation Company and World-leading Beverage Company |
| <b>Andrew P. Valentine</b><br>Partner  | <i>Location</i>         | East Palo Alto, CA  |
|  | <i>Primary Practice</i> | Intellectual Property   |
|  | <i>Nominated By</i>     | Leading Media Company   |

### DOHERTY, CIECHANOWSKI, DUGAN & CANNON

|                                      |                         |                                    |
|--------------------------------------|-------------------------|------------------------------------|
| <b>Steven D. Weil</b><br>Shareholder | <i>Location</i>         | Franklin, MA                       |
|                                      | <i>Primary Practice</i> | Litigation                         |
|                                      | <i>Nominated By</i>     | International Apparel Manufacturer |

### DUANE MORRIS

|  |                         |                          |
|--|-------------------------|--------------------------|
| <b>Shelton M. Vaughan, P.C.</b><br>Partner | <i>Location</i>         | Houston, TX              |
|  | <i>Primary Practice</i> | Corporate                |
|  | <i>Nominated By</i>     | Leading Engineering Firm |

### ECKERT SEAMANS

|                                |                         |  |
|--------------------------------|-------------------------|--|
| <b>John J. Myers</b><br>Member | <i>Location</i>         | Pittsburgh, PA                                 |
|                                | <i>Primary Practice</i> | Labor & Employment                             |
|                                | <i>Nominated By</i>     | Leading Paints and Coatings Technology Company |

### EIMER STAHL

|                                   |                         |                                     |
|-----------------------------------|-------------------------|-------------------------------------|
| <b>Nathan P. Eimer</b><br>Partner | <i>Location</i>         | Chicago, IL                         |
|                                   | <i>Primary Practice</i> | Antitrust and Commercial Litigation |
|                                   | <i>Nominated By</i>     | International Chemical Company      |

## BTI CLIENT SERVICE ALL-STARS 2018: THE LINEUP

LISTED IN ALPHABETICAL ORDER, BY FIRM NAME

### EVERSHEDS SUTHERLAND

|                                  |   |   |
|----------------------------------|---|---|
| <b>John W. Benson</b><br>Partner | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Atlanta, GA and New York, NY<br>Real Estate Finance<br>Giant Financial Services Company |
|----------------------------------|---|---|

### FAEGRE BAKER DANIELS

|                                   |   |   |
|-----------------------------------|---|---|
| <b>Andrew Anderson</b><br>Partner | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Des Moines, IA<br>Corporate<br>Innovative Supplier of Specialty Materials |
|-----------------------------------|---|---|

|                                      |   |  |
|--------------------------------------|---|--|
| <b>Michael F. Cockson</b><br>Partner | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Minneapolis, MN<br>Litigation<br>Top Medical Products Manufacturer |
|--------------------------------------|---|--|

|  |   |  |
|--|---|--|
| <b>Rachael Dettmann Spiegel</b><br>Associate | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Minneapolis, MN<br>Food and Agribusiness<br>Innovative Supplier of Specialty Materials |
|--|---|--|



|                                       |   |   |
|---------------------------------------|---|---|
| <b>Jennifer R. Mewaldt</b><br>Partner | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Minneapolis, MN<br>Corporate<br>Large Consumer Goods Retailer |
|---------------------------------------|---|---|

### FARRELL FRITZ

|   |   |   |
|---|---|---|
| <b>Domenique Camacho Moran</b><br>Partner | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Uniondale, NY<br>Labor & Employment<br>International Chemical Company |
|---|---|---|

### FENWICK & WEST

|                                   |   |   |
|-----------------------------------|---|---|
| <b>Samuel B. Angus</b><br>Partner | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | San Francisco, CA<br>Corporate<br>Multinational Food Products Corporation |
|-----------------------------------|---|---|

### FISHER PHILLIPS

|                                     |   |  |
|-------------------------------------|---|--|
| <b>Cheryl Pinarchick</b><br>Partner | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Boston, MA<br>Employment<br>Premier Technical Services Company |
|-------------------------------------|---|--|

## BTI CLIENT SERVICE ALL-STARS 2018: THE LINEUP

LISTED IN ALPHABETICAL ORDER, BY FIRM NAME

### FOLEY HOAG

**Jonathan E. Book**  
Partner

*Location*  
*Primary Practice*  
*Nominated By*

Boston, MA  
Commercial Real Estate Transactions  
Large Energy Company

### FREDRIKSON & BYRON

**Lawrence Bender**  
Shareholder

*Location*  
*Primary Practice*  
*Nominated By*

Bismarck, ND  
Oil & Gas  
Notable Petroleum Company

### FRIED FRANK

**Robert M. Masters**  
Partner

*Location*  
*Primary Practice*  
*Nominated By*

Washington, DC  
IP Litigation  
Leading Insurance Company

### FROST BROWN TODD

**Nicholas C. Pappas**  
Member

*Location*  
*Primary Practice*  
*Nominated By*

Indianapolis, IN  
Product Liability Litigation  
Preeminent Manufacturer of Process Control Systems

### GAYDOS, CHURNSIDE & BALTHROP

**Michael H. Long**  
Of Counsel

*Location*  
*Primary Practice*  
*Nominated By*

Eugene, OR  
Litigation  
Large Risk Manager

### GERMAN MAY



**Kirk T. May**  
Founding Shareholder

*Location*  
*Primary Practice*  
*Nominated By*

Kansas City, MO  
Business Litigation  
Renowned Trading Company

### GIBBONS

**David E. De Lorenzi**  
Chair, Intellectual Property

*Location*  
*Primary Practice*  
*Nominated By*

Newark, NJ  
IP Litigation  
Top Global Chemical Company

## BTI CLIENT SERVICE ALL-STARS 2018: THE LINEUP

LISTED IN ALPHABETICAL ORDER, BY FIRM NAME

### GIBSON DUNN

**Karen E. Bertero**  
Partner

*Location*  
*Primary Practice*  
*Nominated By*

Los Angeles, CA  
Global Finance  
Elite Banking and Finance Firm

**Michael D. Bopp**  
Partner

*Location*  
*Primary Practice*  
*Nominated By*

Washington, DC  
Regulatory Consulting  
Global Leader in Adhesive Technologies

**Frederick Brown**  
Partner

*Location*  
*Primary Practice*  
*Nominated By*

San Francisco, CA  
Litigation  
Biotech Leader



**Jonathan L. Corsico**  
Partner

*Location*  
*Primary Practice*  
  
*Nominated By*

Washington, DC  
Securities Regulation and Corporate  
Governance  
Large Data Management Company and  
High Tech Defense Contractor

**Andrew L. Fabens**  
Partner

*Location*  
*Primary Practice*  
*Nominated By*

New York, NY  
Capital Markets  
Global Personal Care Products Corporation



**Sean C. Feller**  
Partner

*Location*  
*Primary Practice*  
  
*Nominated By*

Century City, CA  
Executive Compensation and Employee  
Benefits  
Global Personal Care Products Corporation  
and Global Chemical Leader



**Stephen I. Glover**  
Partner

*Location*  
*Primary Practice*  
  
*Nominated By*

Washington, DC  
Securities Regulation and Corporate  
Governance  
Large Data Management Company

**Matthew Hoffman**  
Partner

*Location*  
*Primary Practice*  
*Nominated By*

Los Angeles, CA  
Litigation  
Respected Insurance Company

**Elizabeth A. Ising**  
Partner

*Location*  
*Primary Practice*  
  
*Nominated By*

Washington, DC  
Securities Regulation and Corporate  
Governance  
Global Personal Care Products Corporation

...continued on next page

## BTI CLIENT SERVICE ALL-STARS 2018: THE LINEUP

LISTED IN ALPHABETICAL ORDER, BY FIRM NAME

### GIBSON DUNN, *continued*

**Brian J. Lane**  
Partner

*Location* Washington, DC  
*Primary Practice* Securities Regulation and Corporate Governance  
*Nominated By* Global Chemical Leader

**Douglas Smith**  
Partner

*Location* San Francisco, CA  
*Primary Practice* Mergers and Acquisitions  
*Nominated By* Prominent Natural Resources Company

### GIGLIOTTI LEGAL

**Thomas A. Gigliotti**  
Principal

*Location* Raleigh, NC  
*Primary Practice* Intellectual Property Consulting  
*Nominated By* Multinational Software Company

### GODFREY & KAHN

**Timothy F. Nixon**  
Shareholder

*Location* Green Bay, WI  
*Primary Practice* Business Finance, Bankruptcy & Restructuring  
*Nominated By* International Power Provider

**C.J. Wauters**  
Shareholder

*Location* Milwaukee, WI  
*Primary Practice* Corporate and Securities  
*Nominated By* Leading Regional Bank

### GOODWIN

**John O. Newell**  
Counsel

*Location* Boston, MA  
*Primary Practice* Securities  
*Nominated By* International Apparel Manufacturer

### GORDON REES SCULLY MANSUKHANI

**Nancy M. Erfle**  
Partner

*Location* Portland, OR and Seattle, WA  
*Primary Practice* Tort & Product Liability Litigation  
*Nominated By* Notable Natural Resources Company

## BTI CLIENT SERVICE ALL-STARS 2018: THE LINEUP

LISTED IN ALPHABETICAL ORDER, BY FIRM NAME

### GREENBERG TRAURIG

|                                       |   |   |
|---------------------------------------|---|---|
| <b>Brian T. Feeney</b><br>Shareholder | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Philadelphia, PA<br>Business and Commercial Disputes<br>Leading Financial Services Firm |
| <b>Paul J. Ferak</b><br>Shareholder   | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Chicago, IL<br>Litigation<br>Elite Banking and Finance Firm                             |

### GREENE ESPEL

|                                 |   |   |
|---------------------------------|---|---|
| <b>John W. Ursu</b><br>Attorney | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Minneapolis, MN<br>Litigation<br>Biotech Leader |
|---------------------------------|---|---|

### HAYNES AND BOONE

|                                    |   |   |
|------------------------------------|---|---|
| <b>Brian D. Barnard</b><br>Partner | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Fort Worth, TX<br>Mergers and Acquisitions<br>Leading IT Solutions Firm |
| <b>Emmie Gooch</b><br>Counsel      | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Houston, TX<br>Litigation<br>Large Specialized Manufacturer             |

### HEALEY LAW OFFICE AND REGULATORY CONSULTING

|                                      |   |   |
|--------------------------------------|---|---|
| <b>Martha A. Healey</b><br>Principal | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Ottawa, Ontario<br>Regulatory<br>Innovative Supplier of Specialty Materials |
|--------------------------------------|---|---|

### HINCKLEY ALLEN

|                                     |   |   |
|-------------------------------------|---|---|
| <b>Michael L. Koenig</b><br>Partner | <i>Location</i><br><i>Primary Practice</i><br><br><i>Nominated By</i> | Albany, NY and New York, NY<br>Government Enforcement & White Collar<br>Defense<br>Pacesetter Technology Services Company |
|-------------------------------------|---|---|

## BTI CLIENT SERVICE ALL-STARS 2018: THE LINEUP

LISTED IN ALPHABETICAL ORDER, BY FIRM NAME

### HOGAN LOVELLS

**Scot Anderson**

Partner

*Location*  
*Primary Practice*  
*Nominated By*

Denver, CO  
Energy and Natural Resources  
Large Natural Resources Company

**Daniel E. González**

Partner

*Location*  
*Primary Practice*  
*Nominated By*

Miami, FL  
Commercial Litigation  
Fortune 200 Energy Company

**John J. Smith, M.D., J.D.**

Partner

*Location*  
*Primary Practice*  
*Nominated By*

Washington, DC  
FDA Regulatory  
Top Medical Products Manufacturer

**Steven B. Steinborn**

Partner

*Location*  
*Primary Practice*  
*Nominated By*

Washington, DC  
Food Labeling and Advertising Regulation  
Leading American Fast Food Company

### HOLLAND & HART

**Jonathan Anderson**

Partner

*Location*  
*Primary Practice*  
*Nominated By*

Denver, CO  
Compliance  
International Vehicle Manufacturer

**James Borgel**

Partner

*Location*  
*Primary Practice*  
*Nominated By*

Denver, CO  
Real Estate Development and Finance  
Leading Consumer Goods Retailer

**Matthew Cavarra**

Partner

*Location*  
*Primary Practice*  
*Nominated By*

Denver, CO  
Intellectual Property  
Large North American Drilling Company

### HOLLAND & KNIGHT

**Charles S. Johnson, III**

Partner

*Location*  
*Primary Practice*  
*Nominated By*

Atlanta, GA  
Litigation and Dispute Resolution  
Leading Global Energy Company

### HOWARD KENNEDY

**Paul Glassberg**

Partner

*Location*  
*Primary Practice*  
*Nominated By*

London, England  
Mergers and Acquisitions  
Leading Global Automotive Supplier



## BTI CLIENT SERVICE ALL-STARS 2018: THE LINEUP

LISTED IN ALPHABETICAL ORDER, BY FIRM NAME

### HUGHES HUBBARD & REED

|                                   |   |  |
|-----------------------------------|---|--|
| <b>Jason C. Benton</b><br>Partner | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | New York, NY<br>Litigation<br>Prominent Professional Services Firm     |
| <b>James W. Dabney</b><br>Partner | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | New York, NY<br>Intellectual Property<br>Large Financial Services Firm |

### HUNTON & WILLIAMS

|                                   |   |  |
|-----------------------------------|---|--|
| <b>Stephen P. Demm</b><br>Partner | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Richmond, VA<br>Intellectual Property<br>Top American Footwear Company |
|-----------------------------------|---|--|

### HUSCH BLACKWELL

|                                |   |  |
|--------------------------------|---|--|
| <b>Ann M. Maher</b><br>Partner | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Milwaukee, WI<br>Commercial Litigation<br>Leading Consumer Services Provider |
|--------------------------------|---|--|

### JENNER & BLOCK

|   |   |  |
|---|---|--|
| <b>Martin C. Glass</b><br>Partner   | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | New York, NY<br>Securities<br>Preeminent Manufacturer of Process Control Systems |
|  <b>Rick Richmond</b><br>Managing Partner, Los Angeles | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Los Angeles, CA<br>Complex Commercial Litigation<br>Fortune 200 Energy Company   |

## BTI CLIENT SERVICE ALL-STARS 2018: THE LINEUP

LISTED IN ALPHABETICAL ORDER, BY FIRM NAME

### JONES DAY

|  |   |  |
|--|---|--|
| <b>Aaron L. Agenbroad</b><br>Partner   | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i>     | San Francisco, CA<br>Labor and Employment<br>Top Financial Services Company                          |
| <b>Richard J. Bedell Jr.</b><br>Partner  | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i>     | Cleveland, OH<br>Business & Tort Litigation<br>High-profile REIT                                     |
| <b>David S. Birnbaum</b><br>Partner  | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i>     | Chicago, IL<br>Labor and Employment<br>Top Global Chemical Company                                   |
| <b>Thomas E. Dutton</b><br>Partner   | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i>     | Columbus, OH<br>Healthcare<br>Large Healthcare Firm  |
| <b>Ronald S. Gross</b><br>Partner  | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i>     | New York, NY<br>Banking, Finance & Securities<br>Large Financial Services Company                    |
| <b>Daniel C. Hagen</b><br>Partner  | <i>Location</i><br><i>Primary Practice</i><br><br><i>Nominated By</i> | New York, NY<br>Employee Benefits & Executive<br>Compensation<br>Large Data Management Company       |
| <b>Joseph W. Hammell</b><br>Partner  | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i>     | Minneapolis, MN<br>Labor and Employment<br>Market-leading Packaging Manufacturer                     |
| <b>John K. Kane</b><br>Partner   | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i>     | New York, NY<br>Mergers and Acquisitions<br>Prominent Healthcare Company                             |
| <b>Benjamin C. Lee</b><br>Associate  | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i>     | San Francisco, CA<br>Government Regulation<br>Major Petroleum and Petrochemical<br>Products Marketer |
|  <b>Randi C. Lesnick</b><br>Partner | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i>     | New York, NY<br>Mergers and Acquisitions<br>Large Consumer Products Company                          |

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## BTI CLIENT SERVICE ALL-STARS 2018: THE LINEUP

LISTED IN ALPHABETICAL ORDER, BY FIRM NAME

### JONES DAY, *continued*

|  |   |   |
|--|---|---|
| <b>Timothy J. Melton</b><br>Partner        | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Detroit, MI and Chicago, IL<br>Banking, Finance & Securities<br>Prominent Construction Organization |
| <b>Glen D. Nager</b><br>Partner            | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Washington, DC<br>Issues & Appeals<br>Leading Retail Financial Services Firm                        |
| <b>Timothy Orr</b><br>Associate            | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | New York, NY<br>Banking, Finance & Securities<br>Prominent Healthcare Company                       |
| <b>Douglas H. Pearson Ph.D.</b><br>Partner | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Washington, DC<br>Intellectual Property<br>Financial Services Giant                                 |
| <b>Tracy V. Schaffer</b><br>Partner        | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | New York, NY<br>Business & Tort Litigation<br>Leading Agribusiness Company                          |
| <b>Jeffrey A. Schlegel</b><br>Partner      | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Houston, TX<br>Energy<br>Premier Energy Company   |

### JONES WALKER

|   |   |  |
|---|---|--|
| <b>Monique A. Cenac</b><br>Partner  | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Phoenix, AZ<br>Corporate & Securities<br>High Tech Defense Contractor                |
|  <b>Tracy E. Kern</b><br>Partner | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | New Orleans, LA<br>Labor and Employment<br>Growing Retailer                          |
| <b>Craig N. Landrum</b><br>Partner  | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Jackson, MS<br>Banking & Financial Services<br>Innovative Financial Services Company |
| <b>Kelly C. Simoneaux</b><br>Partner  | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | New Orleans, LA<br>Corporate & Securities<br>High Tech Defense Contractor            |

## BTI CLIENT SERVICE ALL-STARS 2018: THE LINEUP

LISTED IN ALPHABETICAL ORDER, BY FIRM NAME

### K&L GATES

**Stacy G. Ackermann**  
Practice Area Leader - Finance

*Location*  
*Primary Practice*  
*Nominated By*

Charlotte, NC  
Real Estate Finance  
Giant Financial Services Company

**David A. Bateman**  
Partner

*Location*  
*Primary Practice*  
*Nominated By*

Seattle, WA  
IP Litigation  
Leading Energy Company

**Mark D. Feczko**  
Partner

*Location*  
*Primary Practice*  
*Nominated By*

Pittsburgh, PA  
Complex Commercial Litigation and Disputes  
Top Industrial Manufacturer

**Kristen L. Stewart**  
Partner

*Location*  
*Primary Practice*  
*Nominated By*

Pittsburgh, PA  
Corporate/M&A  
Global Agribusiness Company

### KASOWITZ BENSON TORRES

**Sander Ash**  
Special Counsel

*Location*  
*Primary Practice*  
*Nominated By*

New York, NY  
Real Estate Transactions  
Top Specialty Retailer

**Nancy Elizabeth Kaschel**  
Special Counsel

*Location*  
*Primary Practice*  
*Nominated By*

New York, NY  
Commercial Litigation  
Top Financial Services Company

**Sen. Joseph I. Lieberman**  
Senior Counsel

*Location*  
*Primary Practice*  
*Nominated By*

New York, NY  
Government Affairs and Strategic Counsel  
Leading Healthcare Company

### KATTEN MUCHIN ROSENMAN

**Russell E. Greenblatt**  
Partner

*Location*  
*Primary Practice*  
  
*Nominated By*

Chicago, IL  
Employee Benefits & Executive  
Compensation  
Leading Agribusiness Company

**Andrew G. Klevorn**  
Partner

*Location*  
*Primary Practice*  
*Nominated By*

Chicago, IL  
Antitrust and Competition Litigation  
Fortune 1000 Food Company

## BTI CLIENT SERVICE ALL-STARS 2018: THE LINEUP

LISTED IN ALPHABETICAL ORDER, BY FIRM NAME

### KING & SPALDING

|   |   |  |
|---|---|--|
| <b>David L. Balsler</b><br>Partner      | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Atlanta, GA<br>Contracts and Business Torts<br>Respected Insurance Company |
| <b>Mark S. Brown</b><br>Partner         | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Washington, DC<br>Product Liability<br>Global Technology Company           |
| <b>Bobby R. Burchfield</b><br>Partner   | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Washington, DC<br>Litigation<br>Preeminent International Trading Company   |
| <b>William C. Smith, III</b><br>Partner | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Atlanta, GA<br>Mergers and Acquisitions<br>Nationwide Furniture Retailer   |

### KIRKLAND & ELLIS

|                                      |   |   |
|--------------------------------------|---|---|
| <b>Brian Borchard</b><br>Partner     | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Chicago, IL<br>Litigation<br>Leading Financial Holding Company                                |
| <b>Jonathan F. Ganter</b><br>Partner | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Washington, DC<br>Product Liability and Mass Tort Litigation<br>Large Financial Services Firm |
| <b>Spencer Winters</b><br>Associate  | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Chicago, IL<br>Restructuring<br>Leading Energy Company  |

### KNOBBE MARTENS

|                               |   |   |
|-------------------------------|---|---|
| <b>Brian Horne</b><br>Partner | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Los Angeles, CA<br>Litigation<br>Top Specialty Retailer |
|-------------------------------|---|---|

### THE KULLMAN FIRM

|   |   |  |
|---|---|--|
| <b>Samuel Zurik III</b><br>Member Of The Firm | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | New Orleans, LA<br>Labor and Employment<br>World-leading Industrial Services Company |
|---|---|--|

## BTI CLIENT SERVICE ALL-STARS 2018: THE LINEUP

LISTED IN ALPHABETICAL ORDER, BY FIRM NAME

### LATHAM & WATKINS

**James E. Brandt**  
Partner

*Location*  
*Primary Practice*  
*Nominated By*

New York, NY  
Litigation  
Leading Financial Services Firm

**Thomas G. Brandt**  
Partner

*Location*  
*Primary Practice*  
*Nominated By*

Houston, TX  
Securities  
Global Energy Company



**David K. Callahan**  
Partner

*Location*  
*Primary Practice*  
*Nominated By*

Chicago, IL  
Intellectual Property Litigation  
Leading Global Telecom Company and  
Prominent Global Equipment Manufacturer

**George Davis**  
Partner

*Location*  
*Primary Practice*  
*Nominated By*

New York, NY  
Restructuring, Insolvency & Workouts  
Large Regulated Utility

**Michael E. Dillard**  
Partner

*Location*  
*Primary Practice*  
*Nominated By*

Houston, TX  
Corporate and Securities  
Large Financial Services Firm

**J. Patrick Nevins**  
Partner

*Location*  
*Primary Practice*  
*Nominated By*

Washington, DC  
Project Development & Finance  
Major Hospitality Services Department

**Stephen C. Szalkowski**  
Partner

*Location*  
*Primary Practice*  
*Nominated By*

Houston, TX  
Corporate  
Global Energy Company

### LITTLER

**Robert S. Blumberg**  
Shareholder

*Location*  
*Primary Practice*  
*Nominated By*

Los Angeles, CA  
Labor and Employment  
Large Construction Company

**Theodore A. Schroeder**  
Office Managing Shareholder

*Location*  
*Primary Practice*  
*Nominated By*

Pittsburgh, PA and Charleston, WV  
Labor and Employment  
Leading Paints and Coatings Technology  
Company

## BTI CLIENT SERVICE ALL-STARS 2018: THE LINEUP

LISTED IN ALPHABETICAL ORDER, BY FIRM NAME

### LOCKE LORD

#### **Brian I. Hays**

Partner

*Location*

Chicago, IL

*Primary Practice*

Antitrust

*Nominated By*

High-profile Tier 1 Automotive Supplier

#### **Mike Peters**

Partner

*Location*

Houston, TX

*Primary Practice*

Corporate

*Nominated By*

Major Petroleum and Petrochemical  
Products Marketer

#### **David L. Ruediger**

Partner

*Location*

Boston, MA

*Primary Practice*

Corporate

*Nominated By*

Leading Home Products Company

#### **Kimberly F. Williams**

Partner

*Location*

Dallas, TX

*Primary Practice*

Labor and Employment

*Nominated By*

Global Hospitality Company

### LOWENSTEIN SANDLER

#### **Karim G. Kaspar**

Senior Counsel

*Location*

New York, NY and Roseland, NJ

*Primary Practice*

Business Litigation

*Nominated By*

Respected Financial Services Company

### MANATT

#### **Brett J. Natarelli**

Partner

*Location*

Chicago, IL

*Primary Practice*

Litigation

*Nominated By*

Leading Home Products Company

#### **Ted Wolff**

Partner

*Location*

New York, NY

*Primary Practice*

Environment

*Nominated By*

Innovative Supplier of Specialty Materials

## BTI CLIENT SERVICE ALL-STARS 2018: THE LINEUP

LISTED IN ALPHABETICAL ORDER, BY FIRM NAME

### MAYER BROWN

|                                      |   |  |
|--------------------------------------|---|--|
| <b>Erika Z. Jones</b><br>Partner     | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Washington, DC<br>Regulatory<br>Premier Automobile Manufacturer                  |
| <b>Andrew S. Marovitz</b><br>Partner | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Chicago, IL<br>Antitrust & Competition Law<br>Fortune 200 Power Company          |
| <b>Michael A. Olsen</b><br>Partner   | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Chicago, IL<br>Litigation & Dispute Resolution<br>International Chemical Company |

### MCDERMOTT WILL & EMERY

|                                  |   |   |
|----------------------------------|---|---|
| <b>Russell Hayman</b><br>Partner | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Los Angeles, CA<br>White Collar / Litigation<br>First-class Healthcare System |
|----------------------------------|---|---|

### MCELROY, DEUTSCH, MULVANEY & CARPENTER

|   |   |  |
|---|---|--|
| <b>Richard E. Brennan</b><br>Of Counsel | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Morristown, NJ<br>Litigation<br>Respected Financial Services Company |
|---|---|--|

### MCGUIREWOODS

|                                      |   |  |
|--------------------------------------|---|--|
| <b>Steven E. Adkins</b><br>Partner   | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i>     | Washington, DC<br>Intellectual Property<br>Broad-reaching American Energy Provider                       |
| <b>Robert J. Bittman</b><br>Partner  | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i>     | Washington, DC<br>Litigation<br>Global Technology Company  |
| <b>Peter J. Covington</b><br>Partner | <i>Location</i><br><i>Primary Practice</i><br><br><i>Nominated By</i> | Charlotte, NC<br>Business and Securities Litigation<br>Department<br>Top-tier Financial Services Company |
| <b>Douglas M. Foley</b><br>Partner   | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i>     | Washington, DC and Richmond, VA<br>Litigation<br>Leading Agribusiness Company                            |



## BTI CLIENT SERVICE ALL-STARS 2018: THE LINEUP

LISTED IN ALPHABETICAL ORDER, BY FIRM NAME

### MICHAEL BEST

**Stuart A. Fredman**  
Partner

*Location* Midvale, UT  
*Primary Practice* Corporate, M&A  
*Nominated By* Top Specialty Retailer

**Jason D. Rogers**  
Partner

*Location* Midvale, UT  
*Primary Practice* Corporate, M&A  
*Nominated By* Top Specialty Retailer

### MIDDLETON REUTLINGER

**Julie Gregory Ray**  
Of Counsel

*Location* Louisville, KY  
*Primary Practice* Intellectual Property  
*Nominated By* Global Food Company

### MILLER CANFIELD

**Sherri A. Wellman**  
Principal

*Location* Lansing, MI  
*Primary Practice* Energy, Environmental and Regulatory  
*Nominated By* International Power Provider

### MORGAN LEWIS

**Nathan J. Andrisani**  
Partner

*Location* Philadelphia, PA  
*Primary Practice* Government Investigations, Litigation  
*Nominated By* Large Financial Services Company



**Alan W. Beloff**  
Senior Counsel

*Location* Boston, MA  
*Primary Practice* Financial Services  
*Nominated By* Prominent Construction Organization and Large Insurance Company

**Daniel L. Goldberg**  
Senior Counsel

*Location* Boston, MA  
*Primary Practice* Commercial Litigation  
*Nominated By* Premier Automobile Manufacturer

**Robert A. Lewis**  
Partner

*Location* San Francisco, CA  
*Primary Practice* Litigation  
*Nominated By* Respected Financial Services Company

**Paul A. Zevnik**  
Partner

*Location* Washington, DC and Los Angeles, CA  
*Primary Practice* Product Liability, Tort, and Insurance  
*Nominated By* Groundbreaking Technology Company

## BTI CLIENT SERVICE ALL-STARS 2018: THE LINEUP

LISTED IN ALPHABETICAL ORDER, BY FIRM NAME

### MORRISON & FOERSTER

**Robert L. Falk**  
Partner

*Location* San Francisco, CA  
*Primary Practice* Environmental/Toxics and Consumer Products  
*Nominated By* World-leading Pharmaceutical Company

**William I. Schwartz**  
Partner

*Location* San Francisco, CA  
*Primary Practice* Intellectual Property and Technology  
*Nominated By* Premier Semiconductor Company

### MOTLEY RICE

**David I. Ackerman**  
Senior Counsel

*Location* Washington, DC  
*Primary Practice* Litigation  
*Nominated By* Large Consumer Goods Manufacturer

### MOYE, O'BRIEN, PICKERT & DILLON

**James E. Moye**  
Managing Partner

*Location* Maitland, FL  
*Primary Practice* Construction  
*Nominated By* Large Saas Provider

### NEAL GERBER EISENBERG

**Angela R. Elbert**  
Partner

*Location* Chicago, IL  
*Primary Practice* Corporate, Insurance  
*Nominated By* Notable Natural Resources Company

### NIXON PEABODY

**Neal R. Pandozzi**  
Partner

*Location* Boston, MA and Providence, RI  
*Primary Practice* Public Finance  
*Nominated By* Large Financial Services Firm

## BTI CLIENT SERVICE ALL-STARS 2018: THE LINEUP

LISTED IN ALPHABETICAL ORDER, BY FIRM NAME

### NORTON ROSE FULBRIGHT

**Judith A. Archer**  
Partner

*Location*  
*Primary Practice*  
*Nominated By*

New York, NY  
Litigation  
Prominent Independent Power Company

**Bill Armstrong, QC**  
Senior Partner

*Location*  
*Primary Practice*  
*Nominated By*

Calgary, Alberta  
Labor and Employment  
Branded Multinational Food Manufacturer



**John T. Baecher**  
Partner

*Location*  
*Primary Practice*  
*Nominated By*

New York, NY  
Project Finance  
Prominent Independent Power Company

**Mike Keeley**  
Partner

*Location*  
*Primary Practice*  
*Nominated By*

Dallas, TX  
Bank M&A and Securities  
Large Consumer Goods Retailer

### NUTTER

**Mary K. Ryan**  
Partner

*Location*  
*Primary Practice*  
*Nominated By*

Boston, MA  
Litigation  
Notable International Manufacturing Company

### OGLETREE DEAKINS

**Charles B. Baldwin**  
Managing Director

*Location*  
*Primary Practice*  
*Nominated By*

Indianapolis, IN  
Labor and Employment  
National Healthcare Organization

**James M. Barrett**  
Shareholder

*Location*  
*Primary Practice*  
*Nominated By*

Portland, OR  
Labor and Employment  
Global Industrial Equipment Company



**Ron Chapman, Jr.**  
Shareholder

*Location*  
*Primary Practice*  
*Nominated By*

Dallas, TX  
Labor and Employment  
Innovative Supplier of Specialty Materials



**A. Craig Cleland**  
Shareholder

*Location*  
*Primary Practice*  
*Nominated By*

Atlanta, GA  
Class Action and Employment Law  
Large Consumer Goods Retailer

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## BTI CLIENT SERVICE ALL-STARS 2018: THE LINEUP

LISTED IN ALPHABETICAL ORDER, BY FIRM NAME

### OGLETREE DEAKINS, *continued*



**Gregg M. Lemley**  
Shareholder

*Location*  
*Primary Practice*  
*Nominated By*

St. Louis, MO  
Labor and Employment  
Premier Marketing Services Company

**Stephen R. Woods**  
Shareholder

*Location*  
*Primary Practice*  
*Nominated By*

Greenville, SC  
Labor and Employment  
Growing Retailer

### O'MELVENY

**Allen Burton**  
Partner

*Location*  
*Primary Practice*  
*Nominated By*

New York, NY  
Litigation  
Leading Construction Products Company

**Matthew W. Close**  
Partner

*Location*  
*Primary Practice*  
*Nominated By*

Los Angeles, CA  
Litigation  
Cutting-edge Engineering & Manufacturing Company

### ORRICK

**Morton Dubin**  
Partner

*Location*  
*Primary Practice*  
*Nominated By*

New York, NY  
Litigation  
International Chemical Company



**E. Joshua Rosenkranz**  
Partner

*Location*  
*Primary Practice*  
*Nominated By*

New York, NY  
Litigation  
Large Design Engineering Firm

**Eric Shumsky**  
Partner

*Location*  
*Primary Practice*  
*Nominated By*

Washington, DC  
Litigation  
Large Design Engineering Firm

## BTI CLIENT SERVICE ALL-STARS 2018: THE LINEUP

LISTED IN ALPHABETICAL ORDER, BY FIRM NAME

### PAUL HASTINGS

**Kenneth R. Bender**  
Senior Counsel

*Location*  
*Primary Practice*  
*Nominated By*

Los Angeles, CA  
Corporate  
Global Technology Company

**Scott M. Flicker**  
Partner

*Location*  
*Primary Practice*  
*Nominated By*

Washington, DC  
Global Trade Controls  
Large Financial Services Company

**Brandon G. Howald**  
Partner

*Location*  
*Primary Practice*  
*Nominated By*

Orange County, CA and San Francisco, CA  
Corporate  
Cutting-edge Engineering & Manufacturing Company

### PAUL, WEISS

**Andrew N. Rosenberg**  
Partner

*Location*  
*Primary Practice*  
*Nominated By*

New York, NY  
Bankruptcy & Corporate Reorganization  
Leading Consumer Goods Retailer

### PECKAR & ABRAMSON

**Gregory A. Eichorn**  
Partner

*Location*  
*Primary Practice*  
*Nominated By*

Chicago, IL  
Construction  
Cutting-edge Engineering & Manufacturing Company

### PEPPER HAMILTON

**Jeffrey M. Goldman**  
Partner

*Location*  
*Primary Practice*  
*Nominated By*

Orange County, CA and Los Angeles, CA  
Litigation  
Top Regional Financial Corporation

### PERKINS COIE

**Sue J. Stott**  
Partner

*Location*  
*Primary Practice*  
*Nominated By*

San Francisco, CA  
Labor and Employment  
Leading Paper Product Manufacturer

## BTI CLIENT SERVICE ALL-STARS 2018: THE LINEUP

LISTED IN ALPHABETICAL ORDER, BY FIRM NAME

### PILLSBURY

|                                      |   |   |
|--------------------------------------|---|---|
| <b>Steven D. Hamilton</b><br>Partner | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | San Diego, CA<br>Real Estate<br>Large Manufacturing Company |
| <b>Steven L. Meltzer</b><br>Partner  | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | McLean, VA<br>Corporate<br>Leading Energy Company           |

### POLSINELLI

|   |   |  |
|---|---|--|
| <b>Roy Bash</b><br>Senior Partner         | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Denver, CO<br>Construction/Energy/Real Estate Litigation<br>Large Professional Services Firm |
| <b>Fredric J. Entin</b><br>Senior Partner | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Chicago, IL<br>Healthcare<br>Large Healthcare Firm   |
| <b>Curtis J. Petersen</b><br>Shareholder  | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Overland Park, KS<br>Real Estate<br>Premier Automobile Manufacturer                          |
| <b>Jeffrey B. Rosen</b><br>Senior Partner | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Kansas City, MO<br>Litigation<br>Cutting-edge Engineering & Manufacturing Company            |
| <b>Lisa M. Schultes</b><br>Senior Partner | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Kansas City, MO<br>Corporate and M&A Transactions<br>Branded Multinational Food Manufacturer |

### PROSKAUER ROSE

|                                     |   |   |
|-------------------------------------|---|---|
| <b>Robert A. Cantone</b><br>Partner | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | New York, NY<br>Corporate Governance, M&A<br>Major Transportation Company |
|-------------------------------------|---|---|

## BTI CLIENT SERVICE ALL-STARS 2018: THE LINEUP

LISTED IN ALPHABETICAL ORDER, BY FIRM NAME

### QUINN EMANUEL URQUHART & SULLIVAN



**Anthony Alden**  
Partner

*Location*  
*Primary Practice*  
*Nominated By*

Los Angeles, CA  
Litigation  
Leading Construction Company and  
Pacesetter Technology Services Company

**Raymond N. Nimrod**  
Partner

*Location*  
*Primary Practice*  
*Nominated By*

New York, NY  
Litigation  
International Chemical Company

### REED SMITH

**Craig R. Enochs**  
Partner

*Location*  
*Primary Practice*  
*Nominated By*

Houston, TX  
Commodity and Derivative Transactions  
Broad-reaching American Energy Provider

**Holly A. Roth**  
Partner

*Location*  
*Primary Practice*  
*Nominated By*

McLean, VA and Washington, DC  
Global Regulatory Enforcement  
Innovative Supplier of Specialty Materials

### REINHART BOERNER VAN DEUREN

**Allen C. Schlinsog, Jr.**  
Shareholder

*Location*  
*Primary Practice*  
*Nominated By*

Chicago, IL and Milwaukee, WI  
Litigation and Product Liability and Safety  
Preeminent Manufacturer of Process  
Control Systems

### ROPES & GRAY

**David C. Djaha**  
Partner

*Location*  
*Primary Practice*  
*Nominated By*

New York, NY  
Real Estate Investments & Transactions  
Elite Banking and Finance Firm

**Kevin J. Post**  
Partner

*Location*  
*Primary Practice*  
*Nominated By*

New York, NY  
Intellectual Property  
Major Financial Services Firm

## BTI CLIENT SERVICE ALL-STARS 2018: THE LINEUP

LISTED IN ALPHABETICAL ORDER, BY FIRM NAME

### SAUL EWING ARNSTEIN & LEHR

|                                    |   |  |
|------------------------------------|---|--|
| <b>Earl Adams Jr.</b><br>Partner   | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Washington, DC<br>Regulatory, Compliance and Government<br>Large Convenience Store Chain |
| <b>Sharon L. Levine</b><br>Partner | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Newark, NJ<br>Bankruptcy<br>Respected Financial Services Company                         |

### SCHIFF HARDIN



|                                    |   |  |
|------------------------------------|---|--|
| <b>Paula J. Morency</b><br>Partner | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Chicago, IL<br>Litigation<br>Large Consumer Products Company |
|------------------------------------|---|--|

### SEYFARTH SHAW

|  |   |  |
|--|---|--|
| <b>Brett C. Bartlett</b><br>Partner    | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Atlanta, GA<br>Labor & Employment<br>Nationwide Furniture Retailer                             |
| <b>Kenneth R. Dolin</b><br>Partner     | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Chicago, IL<br>Labor and Employment<br>Top Global Chemical Company                             |
| <b>William I. Goldberg</b><br>Partner  | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Chicago, IL<br>Commercial Litigation<br>National Wholesaler                                    |
| <b>Jonathan D. Karelitz</b><br>Partner | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Chicago, IL<br>Employee Benefits and Executive<br>Compensation<br>Leading Agribusiness Company |
| <b>Daniel B. Klein</b><br>Partner      | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Boston, MA<br>Labor and Employment<br>Prominent Independent Power Company                      |

### SHAFFER, DAVIS, O'LEARY & STOKER

|                                       |   |  |
|---------------------------------------|---|--|
| <b>James W. Essman</b><br>Shareholder | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Odessa, TX<br>Litigation<br>Large Risk Manager |
|---------------------------------------|---|--|



## BTI CLIENT SERVICE ALL-STARS 2018: THE LINEUP

LISTED IN ALPHABETICAL ORDER, BY FIRM NAME

### SHAW KELLER

|                                   |   |  |
|-----------------------------------|---|--|
| <b>Karen E. Keller</b><br>Partner | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Wilmington, DE<br>Intellectual Property Litigation<br>Top Specialty Retailer |
|-----------------------------------|---|--|

### SHEPPARD MULLIN

|                                     |   |  |
|-------------------------------------|---|--|
| <b>Bryan D. Daly</b><br>Partner     | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Los Angeles, CA<br>Litigation<br>Large Consumer Goods Manufacturer                       |
| <b>Tracey A. Kennedy</b><br>Partner | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Los Angeles, CA<br>Labor and Employment Litigation<br>Leading American Fast Food Company |

### SHOOK, HARDY & BACON

|  |   |   |
|--|---|---|
| <b>William P. Geraghty</b><br>Managing Partner | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Miami, FL<br>Product Liability<br>Large Tobacco Company |
|--|---|---|

### SIDLEY

|                                      |   |   |
|--------------------------------------|---|---|
| <b>Samuel B. Boxerman</b><br>Partner | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i>     | Washington, DC<br>Environmental<br>Fortune 200 Energy Company                                       |
| <b>Robert A. Buhlman</b><br>Partner  | <i>Location</i><br><i>Primary Practice</i><br><br><i>Nominated By</i> | Boston, MA<br>Securities & Derivatives Enforcement and<br>Regulatory<br>Leading Hospitality Company |
| <b>Mary C. Niehaus</b><br>Partner    | <i>Location</i><br><i>Primary Practice</i><br><br><i>Nominated By</i> | Chicago, IL<br>Employee Benefits and Executive<br>Compensation<br>Leading Agribusiness Company      |

## BTI CLIENT SERVICE ALL-STARS 2018: THE LINEUP

LISTED IN ALPHABETICAL ORDER, BY FIRM NAME

### SIMPSON THACHER

|                                      |   |   |
|--------------------------------------|---|---|
| <b>Nicholas S. Goldin</b><br>Partner | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | New York, NY<br>Litigation<br>Preeminent Beverage Distributor |
| <b>Laurence M. Moss</b><br>Partner   | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | New York, NY<br>Employee Benefits<br>Large Regulated Utility  |

### SKADDEN

|   |   |   |
|---|---|---|
| <b>John T. Bentivoglio</b><br>Partner     | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Washington, DC<br>Healthcare Compliance<br>Prominent Healthcare Company                 |
| <b>James R. Carroll</b><br>Partner        | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Boston, MA<br>Litigation<br>Top American Telecom Company                                |
| <b>Charles W. Mulaney, Jr.</b><br>Partner | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Chicago, IL<br>Mergers and Acquisitions<br>Fortune 500 Engineering & Manufacturing Firm |
| <b>Charles F. Smith</b><br>Partner        | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Chicago, IL<br>Litigation<br>Global Professional Services Firm                          |

### SQUIRE PATTON BOGGS

|  |   |  |
|--|---|--|
| <b>David S. Elkins</b><br>Partner        | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Palo Alto, CA<br>Intellectual Property & Technology<br>Leading Manufacturing Company |
| <b>Barry A. Pupkin</b><br>Senior Partner | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Washington, DC<br>Competition - Antitrust<br>Specialized Health Care Provider        |
| <b>Anthony W. Swisher</b><br>Partner     | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Washington, DC<br>Competition - Antitrust<br>Longstanding Tier 1 Automotive Supplier |

## BTI CLIENT SERVICE ALL-STARS 2018: THE LINEUP

LISTED IN ALPHABETICAL ORDER, BY FIRM NAME

### STINSON LEONARD STREET

|                                    |   |   |
|------------------------------------|---|---|
| <b>Mark D. Ovington</b><br>Partner | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Kansas City, MO<br>Banking and Financial Services<br>Renowned Trading Company |
|------------------------------------|---|---|

### STOEL RIVES

|                                   |   |  |
|-----------------------------------|---|--|
| <b>Jeremy D. Sacks</b><br>Partner | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Portland, OR<br>Litigation<br>Large Risk Manager |
|-----------------------------------|---|--|

### SULLIVAN & CROMWELL

|                                    |   |  |
|------------------------------------|---|--|
| <b>Patrick S. Brown</b><br>Partner | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Los Angeles, CA<br>Mergers and Acquisitions<br>Global Professional Services Firm |
|------------------------------------|---|--|



|   |   |   |
|---|---|---|
| <b>H. Rodgin Cohen</b><br>Senior Chairman | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | New York, NY<br>Corporate and Finance<br>High Tech Defense Contractor |
|---|---|---|

|                                    |   |  |
|------------------------------------|---|--|
| <b>Theodore Edelman</b><br>Partner | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | New York, NY and London, England<br>M&A and Intellectual Property<br>Top Food Manufacturer |
|------------------------------------|---|--|

|                                     |   |   |
|-------------------------------------|---|---|
| <b>Joseph E. Neuhaus</b><br>Partner | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | New York, NY<br>Litigation<br>Large Consumer Goods Retailer |
|-------------------------------------|---|---|

|                                     |   |  |
|-------------------------------------|---|--|
| <b>Mark F. Rosenberg</b><br>Partner | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | New York, NY<br>Litigation<br>Large Construction Company |
|-------------------------------------|---|--|

### THOMPSON HINE

|                                     |   |   |
|-------------------------------------|---|---|
| <b>Stephen J. Axtell</b><br>Partner | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Dayton, OH<br>Environmental<br>Top Regional Financial Corporation |
|-------------------------------------|---|---|

## BTI CLIENT SERVICE ALL-STARS 2018: THE LINEUP

LISTED IN ALPHABETICAL ORDER, BY FIRM NAME

### TROUTMAN SANDERS

**Arthur H. Domby**  
Retired Partner

*Location*  
*Primary Practice*  
*Nominated By*

Atlanta, GA  
Environmental  
Leading Technology Company

### VEDDER PRICE

**James A. Arpaia**  
Shareholder

*Location*  
*Primary Practice*  
*Nominated By*

Chicago, IL  
Corporate and Governance  
National Wholesaler

### VERRILL DANA

**James G. Goggin**  
Senior Counsel

*Location*  
*Primary Practice*  
*Nominated By*

Portland, ME  
IP Litigation  
Global Industrial Equipment Company

### VINSON & ELKINS

**Daniel B. Spelkin**  
Counsel

*Location*  
*Primary Practice*  
*Nominated By*

Houston, TX  
Corporate Finance and Securities  
Premier Oil & Gas Company

### WACHTELL, LIPTON, ROSEN & KATZ

**Mark Gordon**  
Partner

*Location*  
*Primary Practice*  
*Nominated By*

New York, NY  
Corporate  
World-leading Medicine Producer



**Edward D. Herlihy**  
Partner

*Location*  
*Primary Practice*  
*Nominated By*

New York, NY  
Mergers and Acquisitions  
Leading Regional Bank

**Joseph D. Larson**  
Partner

*Location*  
*Primary Practice*  
*Nominated By*

New York, NY  
Antitrust  
World-leading Medicine Producer

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## BTI CLIENT SERVICE ALL-STARS 2018: THE LINEUP

LISTED IN ALPHABETICAL ORDER, BY FIRM NAME

### WACHTELL, LIPTON, ROSEN & KATZ, *continued*



**Jonathan M. Moses**  
Partner

*Location*  
*Primary Practice*  
*Nominated By*

New York, NY  
Litigation  
Global Professional Services Firm

**Sabastian V. Niles**  
Partner

*Location*  
*Primary Practice*  
*Nominated By*

New York, NY  
Securities and Mergers and Acquisitions  
Global Personal Care Products Corporation

**William Savitt**  
Partner

*Location*  
*Primary Practice*  
*Nominated By*

New York, NY  
Litigation  
Prestigious Insurance Company

### WEIL

**Morgan Bale**  
Partner

*Location*  
*Primary Practice*  
*Nominated By*

New York, NY  
Banking and Finance  
Large Professional Services Firm

**David J. Lender**  
Partner

*Location*  
*Primary Practice*  
*Nominated By*

New York, NY  
Complex Commercial Litigation  
International Chemical Company

### WHITE & CASE

**Stefan Mentzer**  
Partner

*Location*  
*Primary Practice*  
*Nominated By*

New York, NY  
IP Litigation  
Large Healthcare Firm

**Robert Milne**  
Partner

*Location*  
*Primary Practice*  
*Nominated By*

New York, NY  
Antitrust  
Respected Healthcare Delivery System

**Richard Smith**  
Partner

*Location*  
*Primary Practice*  
*Nominated By*

Los Angeles, CA  
Mergers & Acquisitions  
Large Design Engineering Firm

## BTI CLIENT SERVICE ALL-STARS 2018: THE LINEUP

LISTED IN ALPHABETICAL ORDER, BY FIRM NAME

### WILLIAMS & CONNOLLY

|  |   |   |
|--|---|---|
| <b>Kevin T. Baine</b><br>Partner       | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Washington, DC<br>Commercial Litigation<br>High-profile Consumer Goods Company                |
| <b>Jessamyn S. Berniker</b><br>Partner | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Washington, DC<br>Patent Litigation<br>Top Medical Products Manufacturer                      |
| <b>Dane H. Butswinkas</b><br>Partner   | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Washington, DC<br>International Arbitration<br>Fortune 200 Energy Company                     |
| <b>Thomas H.L. Selby</b><br>Partner    | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Washington, DC<br>Patent Litigation<br>Top Medical Products Manufacturer                      |
| <b>Lance A. Wade</b><br>Partner        | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Washington, DC<br>Government and Internal Investigations<br>Top Medical Products Manufacturer |

### WILMERHALE

|  |   |   |
|--|---|---|
| <b>Robert D. Keefe</b><br>Senior Counsel | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Boston, MA<br>Litigation<br>Top Medical Products Manufacturer |
|--|---|---|

### WILSON SONSINI GOODRICH & ROSATI

|                                   |   |   |
|-----------------------------------|---|---|
| <b>David J. Berger</b><br>Partner | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Palo Alto, CA and San Francisco, CA<br>Corporate Governance<br>Large Risk Manager |
|-----------------------------------|---|---|

### WINSTON & STRAWN

|                                    |   |  |
|------------------------------------|---|--|
| <b>John R. Keville</b><br>Partner  | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Houston, TX<br>Intellectual Property Litigation<br>Top Specialty Retailer  |
| <b>Robert H. Newman</b><br>Partner | <i>Location</i><br><i>Primary Practice</i><br><i>Nominated By</i> | Chicago, IL<br>Intellectual Property<br>Leading American Fast Food Company |

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## BTI CLIENT SERVICE ALL-STARS 2018: THE LINEUP

LISTED IN ALPHABETICAL ORDER, BY FIRM NAME

### WINSTON & STRAWN, *continued*

**Joseph J. Torres**  
Partner

*Location*  
*Primary Practice*  
*Nominated By*

Chicago, IL  
Labor and Employment  
Leading Paints and Coatings Technology  
Company

**Christina Trotta  
Roupas**  
Partner

*Location*  
*Primary Practice*  
*Nominated By*

Chicago, IL  
Capital Markets and Securities  
Top Specialty Retailer

### WOMBLE BOND DICKINSON

**Melinda Davis Lux**  
Partner

*Location*  
*Primary Practice*  
*Nominated By*

Greenville, SC  
Mergers and Acquisitions  
Notable International Manufacturing  
Company

**Christopher E. Leon**  
Partner

*Location*  
*Primary Practice*  
*Nominated By*

Winston-Salem, NC  
Corporate and Finance  
Large Consumer Products Company

### WYATT, TARRANT & COMBS

**G. Brian Wells**  
Partner

*Location*  
*Primary Practice*  
*Nominated By*

Lexington, KY  
Mergers and Acquisitions  
Global Technology Company

# **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 gateway drug.**

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**

**STEP 2: ASSESS YOUR CLIENT RELATIONSHIPS**

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.

**STEP 3: IMMEDIATELY BOOST RELATIONSHIPS BY IMPROVING CLIENTELLIGENCE**

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

1. Commitment to help
2. Client focus
3. Understanding the client's business
4. Providing value for the dollar

### Quadrant II: Price of Admission

5. Legal skills
6. Quality
7. Meeting core scope
8. Keeping clients informed
9. Dealing with unexpected changes
10. Handling problems

### Quadrant III: Relationship Builders

11. Breadth of services
12. Helping advise on business issues
13. Regional reputation
14. Unprompted communication
15. Bringing together resources

### Quadrant IV: Business Magnets

16. Anticipating the client's needs
17. Innovative approach

LEARN MORE ABOUT THE 17 ACTIVITIES AND  
BTI'S LATEST BOOK: *CLIENTELLIGENCE* AT [WWW.BTICONSULTING.COM/17](http://WWW.BTICONSULTING.COM/17)

# **BTI'S METHODOLOGY AND APPROACH**

# Methodology and Approach

*Independent, unbiased research*

## 2018 Survey Participant Demographics

### OVERVIEW

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 2018* draws on data collected in BTI's ongoing Annual Survey of General Counsel.

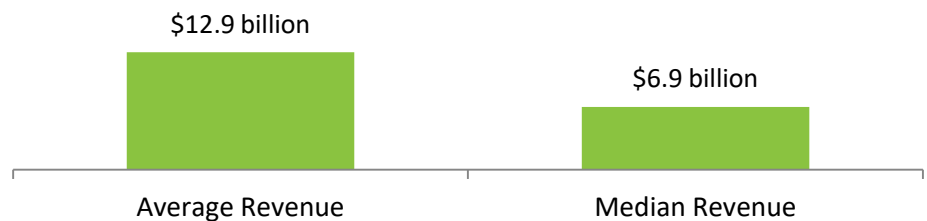
Participants are granted confidentiality at the individual and organizational level. They receive no compensation. They do receive an exclusive benchmarking report on legal spending, outside management counsel strategies, and this report.

|                   |  |
|-------------------|--|
| <b>Interviews</b> | More than <b>350</b> in-depth telephone interviews                         |
| <b>Time Frame</b> | Conducted between <b>February 20, 2017</b> and <b>January 8, 2018</b>      |
| <b>Incentives</b> | 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 THE BTI CONSULTING GROUP, INC.**

## Get Your Client Feedback with BTI

*Drive Profits and Growth*

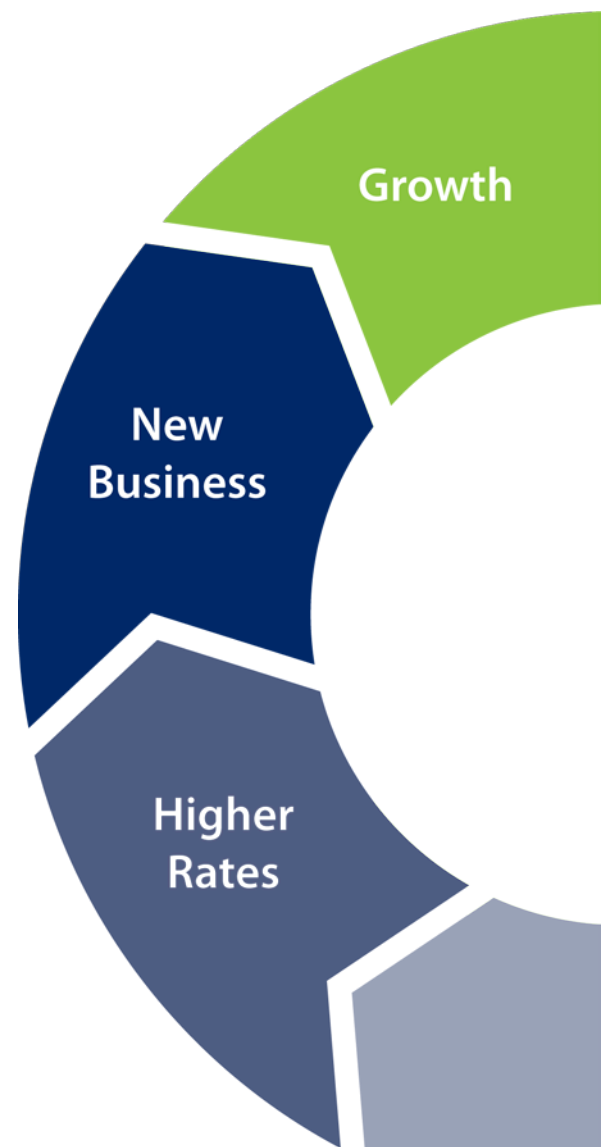
Only BTI can help you immediately drive growth, profits, and increase retention through high-impact client feedback.

BTI research shows strategic use of in-depth client feedback translates into:

- 33% higher profits
- 19.5% rate premiums across all staffing levels
- 2x the fees from a single client
- 33% higher client retention

BTI works directly with you to design a custom client feedback program to drive new business, add value, and protect rates. Whether you have one or one thousand clients, we make it happen. [Start now.](#)

Contact Michael B. Rynowecer at +1 617 439 0333 or [mrynowecer@bticonsulting.com](mailto:mrynowecer@bticonsulting.com) to learn more about BTI's client feedback program.



## Key Services to Help Our Clients

*Data-driven insights and high-impact advice*

BTI dissects each and every aspect of the client experience through more than 14,000 independent interviews with C-level executives and systematic analysis.

**BTI has helped professional services firms boost client service for more than 25 years.**

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 200 law firms and professional services firms improve client service through compelling research and advice. We conduct the only continuous benchmarking market study in the legal services industry, now in its 17<sup>th</sup> year.

**More than 70 of the 100 largest law firms use BTI's services and research to:**

**Implement robust client feedback programs**

**Assess brand awareness and market positioning**

**Target market opportunities**

**Establish best practices and benchmarks to drive performance**

**The results:**

**Drive new business immediately**

**Keep competitors out of your client base**

**Find your strengths... and weaknesses**

**Learn what clients really want from you**

**BTI conducts the most insightful, custom client surveys as part of world-class client feedback programs to drive consistent client service delivery for leading professional services firms.**

**Clients use BTI's fact-based approach and powerful decision-making tools to drive change, create urgency, and substantially boost performance.**



## Key Services to Help Our Clients

*BTI performs a broad range of services for our clients, including:*

### CUSTOM CLIENT FEEDBACK RESEARCH

High-impact client feedback drives SUPERIOR client service. Superior client service drives growth.

- Client Service Performance Studies
- Client Needs Assessment
- Your Firm's Client Service Score

### BUSINESS DEVELOPMENT

BTI looks at PERFORMANCE in new ways—driving adoption of new tactics and better results.

- Strategic Business Planning
- Client-focused Business Practices
- Custom Training

### MARKET ASSESSMENT

Establish a DIFFERENTIATED position—with less risk, lower costs, and a greater chance of success.

- Brand Health & Market Awareness Studies
- New Market Entry Assessments

### STRATEGIC PLANNING

Assess your options to find the GROWTH best suited to your firm: from least risk to highest return and anything in between.

- Financial and Market Performance
- Competitive Analysis

### CLIENT INSIGHT BRIEFINGS

Tailored to your firm and chock full of CLIENT-BASED insights, BTI briefings draw from our research and experience to help you boost client satisfaction, increase client retention, and improve your performance.

**Please contact Michael B. Rynowecer at +1 617 439 0333 or [mrynowecer@bticonsulting.com](mailto:mrynowecer@bticonsulting.com) to learn more about BTI's custom research & services.**

## BTI Research and Publications

*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](http://www.bticonsulting.com).

### **BTI Client Service A-Team 2018**

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