



The 19th Annual **BTI Client Service All-Stars 2020**



General Counsel Single Out the
475 Attorneys Best at Client Service



475 Attorneys Define the New Standard for Client Service Excellence

General Counsel single out attorneys — by name — delivering the absolute best client service

It's all about excellence. And only clients get to decide exactly what excellent client service is. It's their rules, their definitions, and their changes in expectations.

Clients identify 475 attorneys who stand above all the others in delivering the absolute best in client service. Amid all the changes and unexpected events — they stand tallest. These are The BTI Client Service All-Stars for 2020.

These stand-out attorneys impress corporate counsel with their keen understanding of business impacts and unwavering commitment to client objectives — an astounding feat when also assessing a global pandemic alongside growing client expectations of law firms.

BTI congratulates each of the BTI Client Service All-Stars and commends them for their extraordinary dedication to client service during a time of increased pressure and client demands.

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

Learn exactly what these attorneys do differently from everyone else to stand out with legal decision makers — and earn this rare and prestigious spot.

Join us as we congratulate the BTI Client Service All-Stars for their unmatched prowess and client service delivery.

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BTI Client Service All-Stars 2020

Now in its 19th year of publication, *The BTI Client Service All-Stars* is the gold standard used by corporate counsel and law firms alike to identify the attorneys delivering the absolute best levels of client service — better than all others.

BTI congratulates each of the 475 individual attorneys honored in *The BTI Client Service All-Stars 2020* and applauds their skills and prowess in combining superior client service.

61 attorneys — 12.8% of the BTI Client Service All-Stars 2020 — are making consecutive repeat appearances. Corporate counsel report these MVPs remain at the top of their game, continuously navigating the ever-changing needs of clients.

Only 87 law firms are home to 2 or more BTI Client Service All-Stars — suggesting these law firms are more focused on cultivating a culture of client service excellence than other firms. 29 of these law firms are also singled out by clients in the *BTI Client Service A-Team 2020*, appearing on this year's BTI Client Service 30.

Click here for more information on this market-leading report: *BTI Client Service A-Team 2020*.

475

BTI Client Service
All-Stars Recognized

181

Firms Represented

13.4%

All-Star Scarcity:
Only 13.4% of all Firms Serving
Large Clients are Home to **MORE**
THAN ONE All-Star Attorney

61

The Elite MVPs*:
Fewer than 12.8% of
Attorneys Earn Recognition
Year after Year

*MVP = recognized 2 or more
years in a row

Clients Define a BTI Client Service All-Star

5 Ways To Stand Out: Despite the number of personalities and varying expectations clients place on attorneys, we uncovered 5 overarching characteristics clients say drive a superior client service performance. These are:



Engagement

BTI Client Service All-Stars are always a part of their client's life. Engaged clients share more, provide more clues about unknown future needs, and ask for help with issues about career and management. These highly personal insights into preferences, needs, and priorities enable a superior client service performance.



Investing

While busy as can be, the BTI Client Service All-Stars make the time to invest in clients. They are studying the business, searching for in-house counsel clients who are currently hiring, reading about their clients, looking for new ideas to share, and finding answers to the next unasked question.



Savvy

They know their way around the rules, people, and issues, and always find ways to get things done — quickly and with a certain comfort and ease. They ferret out the strategies, insights, and tools to make things happen — or sometimes prevent things from happening.



Unequivocal

The BTI Client Service All-Stars make their thoughts known. They are clear, concise, and don't hedge. Clients understand the recommendations and implications. They all share their opinion and provide clear direction — especially in murky waters.



Anticipate

The client service standouts are looking forward and planning for the next steps before clients ever ask. Knowledge sharing enables the BTI Client Service All-Stars to incorporate client experience and act with more information than most.

Law Firms Home to Multiple All-Star Attorneys

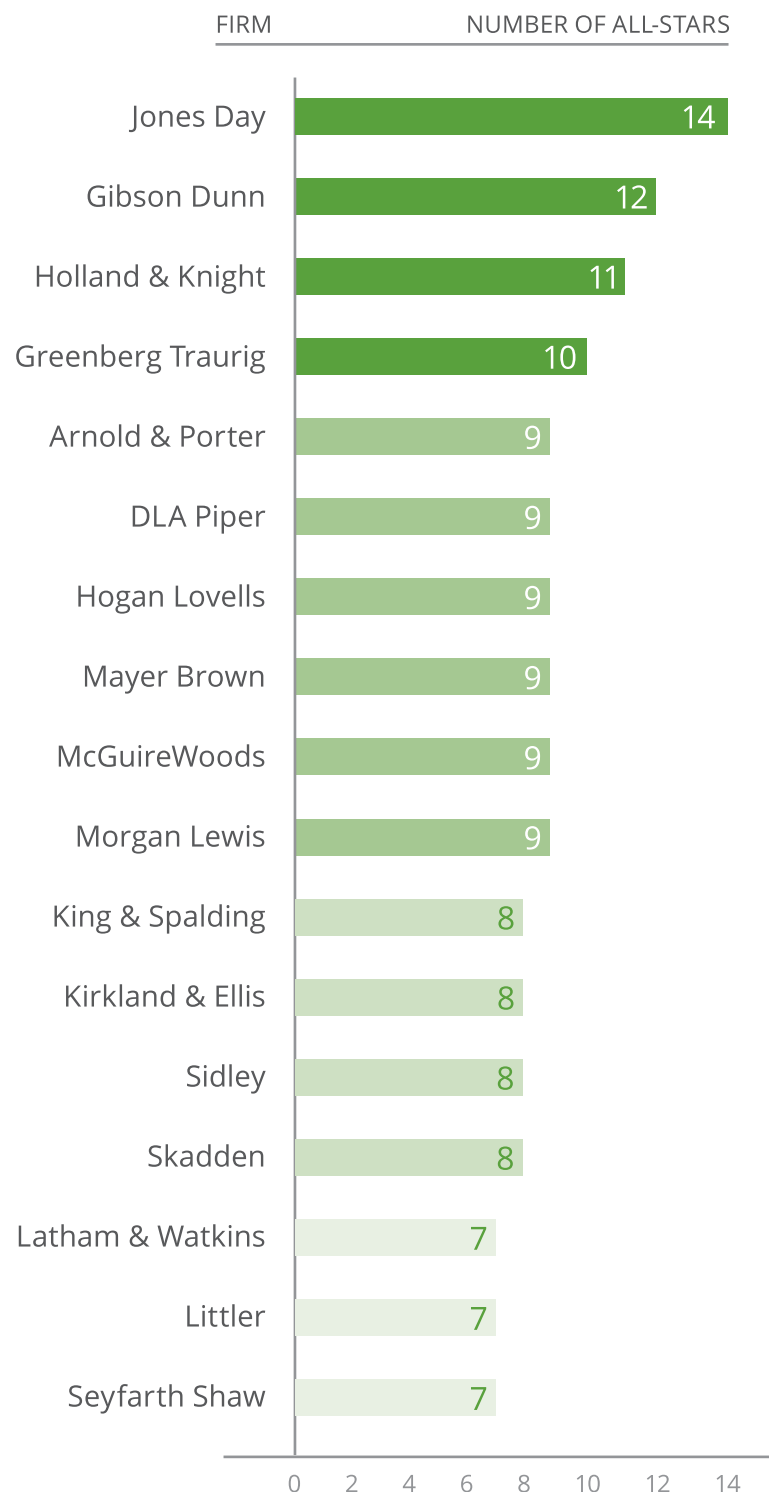
Cultivating Firmwide Success

Of the 650 law firms serving large organizations, only 87 are home to more than 1 BTI Client Service All-Star: a truly elite group of standout firms.

These firms demonstrate their broad commitment to client service excellence. It is no surprise to learn over 90% of these firms are also featured in the *BTI Client Service A-Team 2020* — BTI's definitive annual ranking of the law firms legal decision makers recognize for delivering the absolute best client service.

Firm Standouts

Jones Day is home to the largest number of BTI Client Service All-Stars, with 14. Gibson Dunn is home to an impressive 12 BTI Client Service All-Stars.



Law Firms Home to Multiple All-Star Attorneys

FIRM	NUMBER OF ALL-STARs	FIRM	NUMBER OF ALL-STARs
Jones Day	14	Barnes & Thornburg	5
Gibson Dunn	12	Debevoise & Plimpton	5
Holland & Knight	11	Dentons	5
Greenberg Traurig	10	Dorsey	5
Arnold & Porter	9	McDermott Will & Emery	5
DLA Piper	9	Mintz	5
Hogan Lovells	9	Patterson Belknap	5
Mayer Brown	9	Sheppard Mullin	5
McGuireWoods	9	Akin Gump Strauss Hauer & Feld	4
Morgan Lewis	9	Day Pitney	4
King & Spalding	8	Dechert	4
Kirkland & Ellis	8	Faegre Drinker	4
Sidley	8	Hunton Andrews Kurth	4
Skadden	8	Jones Walker	4
Latham & Watkins	7	Norton Rose Fulbright	4
Littler	7	Reed Smith	4
Seyfarth Shaw	7	Shook, Hardy & Bacon	4
Covington	6	Troutman Pepper	4
Davis Polk	6	Venable	4
Foley & Lardner	6	Wheeler Trigg O'Donnell	4
Katten	6	White & Case	4
Lane Powell	6	WilmerHale	4

Law Firms Home to Multiple All-Star Attorneys

FIRM	NUMBER OF ALL-STARs	FIRM	NUMBER OF ALL-STARs
Alston & Bird	3	Carlton Fields	2
Baker Botts	3	Chambliss	2
BakerHostetler	3	Cleary Gottlieb	2
Bricker & Eckler	3	Cole, Scott & Kissane	2
Choate	3	Dowd Bennett	2
Epstein Becker Green	3	Fish & Richardson	2
Fisher Phillips	3	FordHarrison	2
Jackson Lewis	3	Herrick	2
Kilpatrick Townsend	3	Hollingsworth	2
Maynard Cooper & Gale	3	K&L Gates	2
Ogletree Deakins	3	Lathrop GPM	2
Quinn Emanuel Urquhart & Sullivan	3	Morrison & Foerster	2
Tucker Ellis	3	Nixon Peabody	2
Weil	3	O'Melveny	2
Williams & Connolly	3	Orrick	2
Baker Donelson	2	Porzio, Bromberg & Newman	2
Baker McKenzie	2	Quarles & Brady	2
Bartlit Beck	2	Sullivan & Cromwell	2
Bass, Berry & Sims	2	Varela, Lee, Metz & Guarino	2
Blackwell Burke	2	von Briesen	2
Bradley	2	Winston & Strawn	2
Bryan Cave Leighton Paisner	2		



BTI Client Service Super All-Stars

These 9 standout attorneys receive recognition from multiple influential General Counsel and legal decision makers.



Sheila L. Birnbaum

Partner, Dechert

"She has deep knowledge of our firm, the industry, and is consistent and available."



Jerry W. Blackwell

Founder & Chairman, Blackwell Burke

"His level of coordination and communication on very complex legal issues delivers quick, implementable solutions."



Dale J. Giali

Partner, Mayer Brown

"He is very creative and willing to change things up."



Jason M. Hille

Partner, Foley & Lardner

"Outstanding. He really helped me understand SEC and regulatory issues."



Craig A. Hoffman

Partner, BakerHostetler

"He is extremely customer-oriented/focused; we value his legal expertise and intelligence."



BTI Client Service Super All-Stars

More than one client recognizes these 9 attorneys as delivering superior client service.



Patricia J. Lane

Partner, Foley & Lardner

“Very savvy and smart, she’s a great problem solver and anticipates well.”



Andrew S. Marovitz

Partner, Mayer Brown

“He has an extremely creative approach to antitrust. He is well known and respected in that area with deep relationships with all the parties.”



David S. Rosenbloom

Partner, McDermott Will & Emery

“Solid depth of expertise and is an intelligent thinker. He is a trusted advisor.”



Jeffrey T. Thomas

Partner, Gibson Dunn

“Great litigator and commercial sense; he always solves for the needs of the business.”



BTI Client Service All-Star MVPs

Clients recognize MVPs as delivering superior client service for at least 2 consecutive years in a row, despite changes in needs, objectives and expectations. Top legal decision makers point to these 61 attorneys as meeting the high bar.

4-Year MVPs

ATTORNEY	NUMBER OF CONSECUTIVE YEARS RECOGNIZED
Ron Chapman, Jr. Shareholder, Ogletree Deakins	4
A. Craig Cleland Shareholder, Ogletree Deakins	4

ATTORNEY	NUMBER OF CONSECUTIVE YEARS RECOGNIZED
David J. Hrina Member, Brennan, Manna & Diamond	2
James F. Flynn Managing Partner, Bricker & Eckler	2
Markham R. Leventhal Shareholder, Carlton Fields	2

3-Year MVPs

Daniel P. Dinapoli Partner, Arnold & Porter	3
Andrew S. Marovitz Partner, Mayer Brown	3
William P. Geraghty Partner, Shook, Hardy & Bacon	3

William P. Aiken Shareholder, Chambliss	2
William H. Pickering Shareholder, Chambliss	2
Edward B. Stevenson Member, Chiesa Shahnian & Giantomasi	2
Robert S. Frank Jr. Partner, Choate	2

2-Year MVPs

Michael J. Harris Partner, Arnold & Porter	2
Daniel Hulseberg Partner, Baker Botts	2
Craig A. Hoffman Partner, BakerHostetler	2
W. Wayne Drinkwater Partner, Bradley	2

Brian Byrne Partner, Cleary Gottlieb	2
James M. Garland Partner, Covington	2
Gregory J. Lyons Partner, Debevoise & Plimpton	2
Danette R. Davis Partner, Dentons	2
Laura Leigh Geist Partner, Dentons	2



BTI Client Service All-Star MVPs

Clients recognize MVPs as delivering superior client service for at least 2 consecutive years in a row, despite changes in needs, objectives and expectations. Top legal decision makers point to these 61 attorneys as meeting the high bar.

2-Year MVPs

ATTORNEY	NUMBER OF CONSECUTIVE YEARS RECOGNIZED
Gary A. Goodman Partner, Dentons	2
Victoria Lee Partner, DLA Piper	2
Sandra Edelman Partner, Dorsey	2
Michael A. Lindsay Partner, Dorsey	2
J. Hagood Tighe Partner, Fisher Phillips	2
Patrick G. Quick Partner, Foley & Lardner	2
Jennifer R. Urban Partner, Foley & Lardner	2
Loretta Salzano Founding Partner, Franzén and Salzano	2
Matthew J. O'Hara Partner, Freeborn	2
Ed Batts Partner, Gibson Dunn	2
Samuel Liversidge Partner, Gibson Dunn	2

ATTORNEY	NUMBER OF CONSECUTIVE YEARS RECOGNIZED
Jeffrey T. Thomas Partner, Gibson Dunn	2
Andrew S. Tulumello Partner, Gibson Dunn	2
Warren S. Bloom Co-Chair, Public Finance Practice, Greenberg Traurig	2
Lori Elliott Jarvis Partner, Hunton Andrews Kurth	2
Daniel D. Schudroff Principal, Jackson Lewis	2
Jeffrey J. Jones Partner, Jones Day	2
Michael J. Solecki Partner, Jones Day	2
Russell B. Richards Partner, King & Spalding	2
Mike Stenglein Partner, King & Spalding	2
Dennis M. Myers Partner, Kirkland & Ellis	2
Craig S. Primis Partner, Kirkland & Ellis	2



BTI Client Service All-Star MVPs

Clients recognize MVPs as delivering superior client service for at least 2 consecutive years in a row, despite changes in needs, objectives and expectations. Top legal decision makers point to these 61 attorneys as meeting the high bar.

2-Year MVPs

ATTORNEY	NUMBER OF CONSECUTIVE YEARS RECOGNIZED
Cary R. Perlman Partner, Latham & Watkins	2
Lindbergh Porter Chairperson of the Board, Littler	2
George W. Benson Counsel, McDermott Will & Emery	2
David S. Rosenbloom Partner, McDermott Will & Emery	2
Geoffrey C. Cockrell Partner, McGuireWoods	2
Caleb Meyer Partner, Messner Reeves	2
Robert E. Burwell Member, Mintz	2
Colette Reiner Mayer Partner, Morrison & Foerster	2
Howard Goldwasser Partner, Orrick	2

ATTORNEY	NUMBER OF CONSECUTIVE YEARS RECOGNIZED
Jeb Clulow Partner, Reed Smith	2
Linda S. Husar Senior Counsel, Reed Smith	2
Mark A. Lies Partner, Seyfarth Shaw	2
Lynn H. Murray Managing Partner, Shook, Hardy & Bacon	2
George N. Grammas Partner, Squire Patton Boggs	2
Jeffrey E. Mark Attorney, von Briesen	2
Michael L. O'Donnell Firm Chair, Wheeler Trigg O'Donnell	2
Kathryn A. Reilly Partner, Wheeler Trigg O'Donnell	2
Kimberly B. Wethly Partner, WilmerHale	2



BTI Client Service All Stars 2020

The Lineup

The BTI Client Service All-Stars 2020

Listed Alphabetically by Firm Name

BTI offers congratulations to the following 475 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.

AKERMAN

Joel S. Forman
Partner

New York
Securities Litigation
Nominated by: Large Technology Company

AKIN GUMP STRAUSS HAUER & FELD

Michael P. Kahn
Partner

New York
Patent Infringement Litigation
Nominated by: Fortune 100 Consumer Goods Manufacturer

Susan Kay Leader
Partner

Los Angeles
Litigation
Nominated by: Fortune 500 Retailer

Robert S. Salcido
Partner

Washington, D.C.
Litigation
Nominated by: Large Healthcare Company

Kevin J. Wolf
Partner

Washington, D.C.
Trade Regulations
Nominated by: Fortune 500 Technology Company

ALSTON & BIRD

Kristine McAlister Brown
Partner

Atlanta
Complex Commercial Litigation
Nominated by: Fortune 500 Retailer

John D. Hanover
Partner

Los Angeles
Construction Law and Litigation
Nominated by: Major Construction Company

T.C. Spencer Pryor
Partner

Atlanta
Government Investigations
Nominated by: Fortune 500 Retailer

ARENT FOX

Michael S. Blass
Partner

New York
Healthcare Advisory & Strategic Transactions
Nominated by: Major Construction Company

The BTI Client Service All-Stars 2020

ARNOLD & PORTER

Daniel P. Dinapoli 
Partner

New York
IP Litigation
Nominated by: Fortune 100 Pharmaceutical Company

Jeffrey L. Handwerker
Partner

Washington, D.C.
Pharmaceutical Pricing and Investigations
Nominated by: Prominent Pharmaceutical Company

Michael J. Harris 
Partner

Chicago
Intellectual Property Litigation
Nominated by: Fortune 100 Consumer Goods Manufacturer

Mark R. Merley
Partner

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

Saul P. Morgenstern
Partner

New York
Complex Antitrust Litigation
Nominated by: Global Pharmaceutical Company

Sean Morris
Partner

Los Angeles
Complex Commercial Litigation
Nominated by: Major Food Company

Trenton H. Norris
Partner

San Francisco
Consumer Products Litigation
Nominated by: Prominent Food Company

Daphne O'Connor
Partner

Washington, D.C.
Product Liability Litigation
Nominated by: Fortune 500 Consumer Goods Manufacturer

Christopher J. Renk
Partner

Chicago
Intellectual Property Litigation
Nominated by: Fortune 100 Consumer Goods Manufacturer

ASHURST

Michael Sheng
Partner

Shanghai
Mergers and Acquisitions
Nominated by: Prominent Pharmaceutical Company

BAKER BOTTS

Sarah Guske
Partner

San Francisco
Intellectual Property Litigation
Nominated by: Large Technology Company

Daniel Hulseberg 
Partner

New York
Intellectual Property
Nominated by: Prominent Manufacturing Company

Jeremy J. Taylor
Partner

San Francisco
Intellectual Property Litigation
Nominated by: Large Technology Company

The BTI Client Service All-Stars 2020

BAKER DONELSON

Mark A. Baugh
Shareholder

Nashville
Litigation
Nominated by: Fortune 100 Financial Services Firm

Bradley E. Trammell
Shareholder

Memphis
Commercial Litigation
Nominated by: Fortune 100 Financial Services Firm

BAKER MCKENZIE

Regine W. Corrado
Office Managing Partner

Chicago
Corporate Transactions and Restructurings
Nominated by: Fortune 500 Manufacturing Company

Erik Gutiérrez Zúñiga
Partner

Mexico City
Corporate and Securities
Nominated by: Large Chemicals Company

BAKERHOSTETLER

Suzanne K. Hanselman
Partner

Cleveland
Corporate Governance
Nominated by: Prominent Chemicals Company

Craig A. Hoffman  
Partner

Cincinnati
Digital Assets and Data Management
Nominated by: Two Major Retailers

Kevin W. Kirsch
Partner

Cincinnati
Patent Litigation
Nominated by: Large Manufacturing Company

BARNES & THORNBURG

Scott N. Godes
Partner

Washington, D.C.
Insurance Recovery and Counseling
Nominated by: Large Retailer

Tracy D. Knox
Partner

Chicago
Complex Product Liability, Commercial and Real Estate Litigation
Nominated by: Fortune 500 Manufacturing Company

Deborah Pollack-Milgate
Partner

Indianapolis
Patent, Trade Secret, Trademark and Complex Commercial Litigation
Nominated by: Fortune 500 Manufacturing Company

Dawn R. Rosemond
Partner

Fort Wayne
Business Litigation
Nominated by: Large Insurance Company

Kenneth J. Yerkes
Partner

Indianapolis
Employment Litigation
Nominated by: Fortune 500 Retailer

The BTI Client Service All-Stars 2020

BARTLIT BECK

Sean W. Gallagher
Partner

Chicago
Commercial Litigation
Nominated by: Fortune 100 Technology Company

Jeffrey A. Hall
Partner

Chicago
Litigation
Nominated by: Fortune 100 Technology Company

BASS, BERRY & SIMS

Lisa S. Rivera
Member

Nashville
Civil and Criminal Healthcare Fraud and Abuse
Nominated by: Prominent Healthcare Company

Brian D. Roark
Member

Nashville
Healthcare Fraud
Nominated by: Fortune 500 Healthcare Company

BECK REDDEN

Mark C. Rodriguez
Partner

Houston
Energy Litigation
Nominated by: Fortune 500 Energy Company

BILZIN SUMBERG BAENA PRICE & AXELROD

Kelly Ruane Melchiondo
Partner

Miami
Construction Litigation
Nominated by: Prominent Chemicals Company

BLACKWELL BURKE

Jerry W. Blackwell 
Founder & Chairman

Minneapolis
Litigation
Nominated by: Fortune 100 Consumer Goods Manufacturer;
Fortune 500 Food Company

Mary S. Young
Partner

Minneapolis
Class Actions Litigation
Nominated by: Fortune 500 Food Company

BLANK ROME

Justin A. Chiarodo
Partner

Washington, D.C.
Government Contracts
Nominated by: Prominent Telecom Company

The BTI Client Service All-Stars 2020

BRADLEY

W. Wayne Drinkwater 
Partner

Jackson
Litigation
Nominated by: Major Insurance Company

Laura P. Washburn
Partner

Birmingham
Corporate and Securities
Nominated by: Prominent Retailer

BRENNAN / RECUPERO / CASCIONE / SCUNGIO & MCALLISTER

Thomas S. Hemmendinger
Partner

Providence
Bankruptcy, Restructuring & Creditors Rights
Nominated by: Fortune 500 Transportation Company

BRENNAN, MANNA & DIAMOND

David J. Hrina 
Member

Akron
Intellectual Property
Nominated by: Fortune 500 Manufacturing Company

BRICKER & ECKLER

Jennifer Nelson Carney
Partner

Columbus
Healthcare
Nominated by: Large Healthcare Company

James F. Flynn 
Managing Partner

Columbus
Healthcare
Nominated by: Major Healthcare Company

Lisa M. Kathumbi
Partner

Columbus
Labor and Employment Litigation
Nominated by: Fortune 100 Insurance Company

BRYAN CAVE LEIGHTON PAISNER

Natalie Becker
Attorney

St. Louis
Commercial Disputes
Nominated by: Fortune 100 Financial Services Firm

Louis F. Bonacorsi
Partner

St. Louis
Complex Commercial Litigation
Nominated by: Fortune 100 Financial Services Firm

BUCHANAN INGERSOLL & ROONEY

David L. Gordon
Shareholder

Princeton
Litigation
Nominated by: Fortune 500 Healthcare Company

The BTI Client Service All-Stars 2020

CAHILL

Thomas J. Kavalier
Senior Counsel

New York
Commercial Litigation
Nominated by: Large Financial Services Firm

CARLTON FIELDS

Markham R. Leventhal 
Shareholder

Washington, D.C. and Miami
Class Actions Litigation
Nominated by: Prominent Insurance Company

Joseph W. Swanson
Shareholder

Tampa
Cybersecurity and Privacy Compliance,
Incident Response, and Litigation
Nominated by: Major Healthcare Company

CARPENTER LIPPS & LELAND

Michael H. Carpenter
Partner

Columbus
Litigation
Nominated by: Fortune 100 Insurance Company

CARRINGTON COLEMAN

Cathy Altman
Partner

Dallas
Business Litigation
Nominated by: Large Chemicals Company

CARVER DARDEN

William T. Finn
Member

New Orleans
Commercial Litigation
Nominated by: Large Investment Bank

CHAMBLISS

William P. Aiken 
Shareholder

Chattanooga
Mergers and Acquisitions
Nominated by: Prominent Food Company

William H. Pickering 
Shareholder

Chattanooga
Labor and Employment
Nominated by: Large Food Company

CHIESA SHAHINIAN & GIANTOMASI

Edward B. Stevenson 
Member

West Orange
Corporate and Securities
Nominated by: Major Technology Company

The BTI Client Service All-Stars 2020

CHOATE

Michael H. Bunis
Partner

Boston
IP Litigation
Nominated by: Fortune 500 Technology Company

Robert S. Frank, Jr. 
Partner

Boston
Litigation
Nominated by: Fortune 500 Technology Company

Melissa Bayer Tearney
Partner

Boston
Government Investigations and Litigation
Nominated by: Prominent Pharmaceutical Company

CLEARY GOTTlieb

Christopher E. Austin
Partner

New York
Mergers and Acquisitions
Nominated by: Fortune 100 Consumer Goods Manufacturer

Brian Byrne 
Partner

Washington, D.C.
Antitrust
Nominated by: Fortune 500 Manufacturing Company

COLE, SCOTT & KISSANE

George Hooker
Partner

Miami
Insurance Litigation
Nominated by: Major Financial Services Firm

Aram Megerian
Partner

Tampa
Insurance Litigation
Nominated by: Prominent Financial Services Firm

CONNELL FOLEY

Patrick J. Hughes
Partner

Cherry Hill
Commercial Litigation
Nominated by: Major Chemicals Company

CONSTANGY, BROOKS, SMITH & PROPHETE

Robert P. Floyd, III
Partner

Washington, D.C.
Employment Litigation Prevention & Defense
Nominated by: Fortune 500 Transportation Company

COOLEY

John C. Dwyer
Partner

Palo Alto
Litigation
Nominated by: Fortune 500 Consumer Goods Manufacturer

The BTI Client Service All-Stars 2020

COVINGTON

James M. Garland 
Partner

Washington, D.C.
Complex Commercial Litigation
Nominated by: Fortune 500 Transportation Company

Corinne A. Goldstein
Senior Counsel

Washington, D.C.
International Trade
Nominated by: Fortune 500 Transportation Company

Benedict M. Lenhart
Partner

Washington, D.C.
Insurance Litigation
Nominated by: Fortune 100 Technology Company

Peter Lichtenbaum
Partner

Washington, D.C.
International Regulatory Compliance and Trade
Nominated by: Fortune 500 Transportation Company

Clara J. Shin
Partner

San Francisco
Intellectual Property Litigation
Nominated by: Major Technology Company

Sarah L. Wilson
Partner

Washington, D.C.
Product Safety Litigation
Nominated by: Fortune 100 Technology Company

COX, CASTLE & NICHOLSON

Adam B. Weissburg
Partner

Los Angeles
Capital Markets
Nominated by: Large Financial Services Firm

CRAVATH, SWAINE & MOORE

Evan R. Chesler
Partner

New York
Litigation
Nominated by: Fortune 100 Financial Services Firm

CROWELL & MORING

Scott L. Winkelman
Partner

Washington, D.C.
Mass Tort, Product, and Consumer Litigation
Nominated by: Fortune 500 Transportation Company

The BTI Client Service All-Stars 2020

DAVIS POLK

William H. Aaronson
Partner

New York
Mergers and Acquisitions
Nominated by: Prominent Technology Company

Frances E. Bivens
Partner

New York
Commercial Litigation
Nominated by: Fortune 500 Electric Utility

Louis L. Goldberg
Partner

New York
Mergers and Acquisitions
Nominated by: Prominent Financial Services Firm

Ronan P. Harty
Partner

New York
Antitrust Litigation
Nominated by: Fortune 500 Manufacturing Company

Phillip R. Mills
Partner

New York
Mergers and Acquisitions
Nominated by: Fortune 500 Manufacturing Company

H. Oliver Smith
Partner

New York
Corporate
Nominated by: Large Financial Services Firm

DAY PITNEY

Elizabeth A. Alquist
Partner

Hartford
Intellectual Property Litigation
Nominated by: Large Consumer Goods Manufacturer

Marie Caroline Bertrand
Partner

Hartford
Commercial Real Estate and Development Transactions
Nominated by: Large Financial Services Firm

Michael P. Byrne
Partner

Stamford
Commercial Real Estate and Development Transactions
Nominated by: Major Financial Services Firm

John W. Cerreta
Partner

Hartford
Appellate and Mass Tort Litigation
Nominated by: Fortune 100 Technology Company

The BTI Client Service All-Stars 2020

DEBEVOISE & PLIMPTON

Susan Reagan Gittes
Partner

New York
Complex Civil Litigation
Nominated by: Fortune 100 Insurance Company

Gregory J. Lyons 
Partner

New York
Corporate
Nominated by: Fortune 500 Investment Bank

Maeve O'Connor
Partner

New York
Insurance Litigation
Nominated by: Fortune 100 Insurance Company

Edwin G. Schallert
Of Counsel

New York
Litigation
Nominated by: Fortune 100 Insurance Company

Bruce E. Yannett
Partner

New York
White Collar & Regulatory Defense
Nominated by: Fortune 100 Financial Services Firm

DECHERT

Sheila L. Birnbaum 
Partner

New York
Complex Product Liability Litigation
Nominated by: Fortune 100 Insurance Company;
Fortune 500 Energy Company; Major Pharmaceutical Company

Andrew S. Boutros
Partner

Chicago & Washington, D.C.
White Collar, Compliance and Investigations
Nominated by: Global Technology Company

Mark S. Cheffo
Partner

New York
Product Liability and Mass Torts
Nominated by: Major Pharmaceutical Company

Douglas W. Dunham
Partner

New York
Class Actions, Insurance Litigation, Products Liability
Nominated by: Fortune 100 Insurance Company

The BTI Client Service All-Stars 2020

DENTONS

Danette R. Davis 
Partner

St. Louis
Real Estate Transactions
Nominated by: Prominent Investment Bank

Laura Leigh Geist 
Partner

San Francisco/Oakland
Commercial Litigation
Nominated by: Fortune 100 Insurance Company

Gary A. Goodman 
Partner

New York
Real Estate Transactions
Nominated by: Large Investment Bank

Sandra D. Hauser
Partner

New York
Commercial Litigation and Dispute Resolution
Nominated by: Fortune 100 Insurance Company

Sonia R. Martin
Partner

San Francisco/Oakland
Litigation and Dispute Resolution
Nominated by: Fortune 100 Insurance Company

DESMARAIS LLP

John M. Desmarais
Partner

New York
Intellectual Property Litigation
Nominated by: Fortune 100 Consumer Goods Manufacturer

DINSMORE

Jeffrey P. Hinebaugh
Partner

Cincinnati
Commercial Litigation
Nominated by: Fortune 500 Investment Bank

The BTI Client Service All-Stars 2020

DLA PIPER

Jeff Baglio
Partner

San Diego
Mergers and Acquisitions
Nominated by: Fortune 100 Food Company

Larissa S. Bifano
Partner

Boston
Patent Prosecution
Nominated by: Global Healthcare Company

Julie A. Dunne
Shareholder

San Diego
Employment Litigation
Nominated by: Fortune 500 Food Company

Victoria Lee 
Partner

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Intellectual Property and Technology
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Intellectual Property Litigation
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Antitrust and Trade Regulation
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DORSEY

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Intellectual Property
Nominated by: Major Food Company

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Nominated by: Major Agriculture Company

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Nominated by: Major Agriculture Company

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Complex Commercial Finance and Energy Transactions
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Complex Civil, White Collar Crime, and Investigations
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Employment, Labor & Workforce Management
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Securities & Financial Litigation
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Healthcare Fraud and Abuse Litigation
Nominated by: Large Pharmaceutical Company

FARUKI IRELAND & COX

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Media and Communications Litigation
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FENWICK & WEST

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FISH & RICHARDSON

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FOLEY & LARDNER

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Employment Litigation
Nominated by: Prominent Food Company

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Peachtree Corners
Compliance
Nominated by: Prominent Investment Bank

FREEBORN

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FRESHFIELDS BRUCKHAUS DERINGER

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Antitrust, Competition and Trade
Nominated by: Fortune 500 Pharmaceutical Company

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FRILOT

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Healthcare Transactions, Compliance, and Governance
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Complex Commercial Litigation
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Intellectual Property
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Intellectual Property
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Entertainment Business Litigation
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Cybersecurity and Privacy
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Healthcare
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Products Liability Litigation
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Nominated by: Fortune 500 Manufacturing Company

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Corporate, Securities and Mergers and Acquisitions
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Fiduciary Litigation
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Litigation
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LISKOW & LEWIS

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Litigation
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Leaves of Absence and Disability Accommodation
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Employment
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Employment Litigation
Nominated by: Fortune 500 Manufacturing Company

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Employment Litigation
Nominated by: Prominent Hospitality Company

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New York
Employment Litigation
Nominated by: Large Food Company

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MANATT

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BTI's Methodology and Approach

Methodology and Approach

Independent, Unbiased Research

2020 Survey Participant Demographics

- INTERVIEWS** More than **350** in-depth interviews
- TIME FRAME** Conducted between October 1, 2019 and March 12, 2020
- INCENTIVES** Respondents receive complimentary report of benchmarks & metrics



No law firm submissions, self-referrals, firm referrals, suggestions, or payments are accepted for inclusion.



All interviews with top legal decision makers are confidential and anonymous, by company and person.



Probed more than 350 top legal decision makers at large organizations with \$700 million or more in revenue.



The BTI Client Service All-Stars 2020 draws solely on in-depth, telephone-based interviews as part of BTI's ongoing Annual Survey of General Counsel, now in its 19th year.



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Representative of Over 15 Industry Segments

Companies ranged in size from \$700 million in revenue to the largest companies in the world.

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Chemicals
Consumer Goods
Energy
Financial Services
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Healthcare
High Tech
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Investment Banks
Manufacturing
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Transportation
Wholesale Trade



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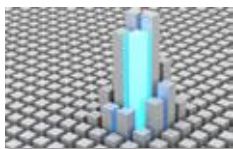
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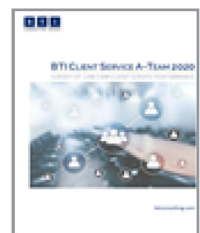
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