

BTI Consulting Group Recognizes Chambliss for Client Service Performance

Chambliss, Bahner & Stophel, P.C. has been recognized as one of the leading 59 firms in the [BTI Client Service A-Team: Survey of Law Firm Client Service Performance 2022](#). According to BTI, client expectations are shifting as clients are forced to focus more on strategy and approach. Chambliss was seen as one of the firms who “stepped up in a big way,” continuously improving client service attributes at twice the rate of all other law firms.

The 59 firms acknowledged for their client service possess several attributes, including:

- Advising on business issues
- Unprompted communication
- Anticipates client's needs
- Innovative approach
- Understands client's business
- Deals with complexity
- Provides practical solutions
- Client focus
- Fields the absolute best team
- Provides value for the dollar
- Commitment to help
- Deals with unexpected changes
- Quality products
- Legal skills
- Keeps clients informed
- Handles problems
- Meets core scope

“Informal communication, amazing response, and practicality serve as the fuel driving improved performance. These 59 firms are using their improved client service prowess to build stronger client relationships. They are also leaving a lasting impression on clients — enduring well beyond whatever clients are experiencing now.” – BTI Consulting Group

The study's [methodology](#) relies on over 350 independent, in-depth telephone interviews with corporate counsel and high-ranking legal decision makers at large organizations to detail how firms perform along 17 key activities driving superior client relationships. Participants represent a broad range of industries, including banking, chemicals, consumer goods, energy, financial services, food and agriculture, health care, high tech, insurance, investment banking, manufacturing, pharmaceuticals, professional services, retail trade, telecommunications, transportation, and wholesale trade.

To learn more, visit the [BTI Consulting Group](#) website.

The BTI Group is the only law firm client service ranking based entirely on direct, unprompted corporate counsel feedback. BTI evaluates law firm performance from the client's perspective and includes between 50% and 55% of companies that participated in prior years. This allows for an accurate analysis of client service delivery while also allowing space for new and changing shifts in the legal industry.