

BTI Consulting Group Recognizes Chambliss in Client Service A-Team Performance Report

Chambliss, Bahner & Stophel, P.C. has been recognized as one of the leading firms in the [BTI Client Service A-Team 2023: Survey of Law Firm Client Service Performance](#) report. According to [BTI Consulting Group](#), client expectations are shifting as clients are required to focus on practical, customized solutions. Chambliss was seen as one of the firms that “doubled down on client service,” continuously providing fresh, innovative legal advice to fit evolving client needs and expectations.

The 241 firms acknowledged for their client service demonstrated exceptional skill through one or more of the 17 distinct attributes:

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

“A savvy group of 241 law firms were able to deliver on client service expectations. These firms knew how to help their clients and acted quickly — without being asked. Some were already best-in-class performers and others got a shot of client service adrenaline — they moved from very good to excellent.” – BTI Consulting Group

The report’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 exceptional client relationships. Additionally, the firms acknowledged displayed four proven behaviors to drive superior client service, including the commitment to help, delivering value for the dollar, client focus, and understanding of the client’s business. The participants interviewed 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 Consulting 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.