Lightfoot

NEWS & INSIGHTS

LIGHTFOOT NAMED TO 2024 BTI CLIENT SERVICE A-TEAM, SINGLED OUT FOR RAPID ADVANCEMENTS IN CLIENT EXPERIENCE

April 16, 2024

BTI Consulting Group, Inc. has recognized Lightfoot, Franklin & White LLC among the top law firms in the United States for client service as a 2024 BTI Client Service A-Team Honoree for the second consecutive year. Lightfoot is recognized as one of 177 law firms that received this award. The guide also included Lightfoot among only 64 law firms from around the country improving its client service faster than other firms.

Each year, BTI's **Client Service A-Team report** highlights law firms that help their clients and act quickly. When interviewed about client service, corporate legal decision-makers consistently praised the listed law firms, without prompting. This is particularly notable given the overall satisfaction of corporate clients has fallen in recent years. The report also observes that new regulations, perceived anti-business environment, workplace activism and management interest create the most compelling need for superior client service.

"At Lightfoot, we strive for continual improvement and growth to not only meet but anticipate and surpass the needs of our clients," said the firm's managing partner **Melody Eagan**. "We are focused on building true partnerships with our clients, and we are grateful that this commitment is reflected in our moving up in the BTI Client Service rankings."

The BTI Client Service A-Team is the only law firm ranking based solely on direct, unprompted feedback from more than 350 corporate counsel. The full 2024 BTI Client Service A-Team list is available **on the guide's website** (subscription required).

Lightfoot was listed in the Client Service A-Team report in 2023 as a 'Client Service Up & Comer', and was named as 'Frequently Recommended' in **BTI's Most Recommended Law Firms in 2022**. In 2022, partner **Jack Sharman** was named a **BTI Client Service All-Star**. The firm was recognized for complex commercial litigation work in BTI's **2020 Outlook**.