

NEWS & INSIGHTS

LIGHTFOOT NAMED TO BTI CLIENT SERVICE A-TEAM: SURVEY OF LAW FIRM CLIENT SERVICE PERFORMANCE 2023

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BTI Consulting has recognized Lightfoot, Franklin & White LLC among the top law firms in the United States for client service. BTI highlights 241 firms that perform better than 70% of all U.S. law firms in the **Client Service A-Team 2023 report**.

The report observes that clients look to outside counsel more than ever amidst new regulations and a perceived anti-business environment. Also of note is that smaller and midsized firms have capitalized on the opportunity to provide the highest level of service with responsiveness, collaboration and firm culture.

“Clients are facing increased workloads and more pressure than ever before, and we are pleased to be able to deliver on client service expectations for our clients,” said the firm’s managing partner Melody Eagan. “At Lightfoot, we have always taken our commitment to client service seriously, and this recognition renews that commitment.”

Lightfoot has previously been named as ‘Frequently Recommended’ in **BTI’s Most Recommended Law Firms in 2022**, and was recognized for complex commercial litigation work in BTI’s **2020 Outlook**. 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 BTI Client Service A-Team list is available [here](#) (subscription required).