

Miller Canfield Named to BTI Client Service A-Team

December 12, 2018

DETROIT (Dec. 12, 2018)—Miller Canfield is pleased to announce that it has been named to the Client Service A-Team 2019 list by law firm research and ranking firm BTI Consulting. The designation is given only to those firms that are considered by clients to deliver the highest levels of service.

The 2019 survey marks the first time that measured the attribute "dealing with complexity," a sign that clients are looking to their law firms to provide more than legal solutions. According to BTI, the ability to deal with complexity is a quality that clients are increasingly identifying as being a critical component of client service and a key factor in a client's decision to hire a law firm.

"The BTI survey confirms what we have known for a long time: Clients need us to be problem solvers with the ability to handle complex issues. They look to us to not only deliver excellent legal services, but also to provide solutions to help their businesses thrive and mitigate risk," said Miller Canfield CEO Michael McGee. "We pride ourselves in our ability to anticipate their needs and understand how they will be impacted by unexpected changes in the economy, their industries and the regulatory environment."

The ranking is based on research of more than 17,000 buyers of legal services and the results of the BTI Survey of Law Firm Client Service Performance. The survey measures performance in 17 activities that drive client relationships. In addition to dealing with complexity, activities and traits include innovation, the ability to bring together national resources, the ability to anticipate client needs, providing high value, and client focus.