

## Miller Canfield Named BTI Standout Firm for Superior Client Relationships

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December 4, 2019

Miller Canfield has been recognized for excellence in client service in the BTI Client Service A-Team 2020 Report: Survey of Law Firm Client Service Performance, published by law firm research and ranking firm BTI Consulting Group Inc.

The firm was recognized in the Dec. 4, 2019, report as a standout in two categories: investing in client relationships and client-facing communication.

"We consider the BTI recognition to be a high compliment," said Miller Canfield CEO Michael McGee. "Rankings are determined entirely by feedback gleaned from corporate counsel at some of the country's largest and most reputable companies. Their comments confirm that they value what we strive to deliver in every engagement—outstanding service and communication at every step of the way."

The ranking is based on research of more than 20,000 buyers of professional services and more than 350 interviews and direct feedback from corporate counsel who evaluate firms on 17 criteria that include client focus and commitment to help, value, understanding of the client's business and legal skills. Two criteria—dealing with complexity and uniformity of service delivery—rose to the top of client needs, which according to BTI is a "direct result of the soaring rate of high-stakes and bet-the-company work."