

MEDIA MENTIONS

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Clients Single Out Husch Blackwell as a Firm Delivering the Best Service in Latest *BTI Consulting* Report

Husch Blackwell was recently named a BTI Client Service A-Team law firm by BTI Consulting for exceptional service delivered to clients.

BTI Consulting conducted more than 350 interviews with clients over a six month period to determine which firms are delivering the service.

In 2022, the firm achieved a Net Promoter Score® of 85—a measure used to gauge customer loyalty, satisfaction, and enthusiasm with a company that's calculated by asking customers one question: “On a scale from 0 to 10, how likely are you to recommend this product/company to a friend or colleague?” The legal industry average is 32.

In 2022, Husch Blackwell was named a Value Champion for the third time by the Association of Corporate Counsel for innovative client collaborations that improve efficiencies in the delivery of legal services and provide superior outcomes.