



Williams Mullen Named a Leader in Client Service for 2020

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Williams Mullen is pleased to announce that the firm has been named to the BTI Client Service A-Team for 2020. BTI Consulting Group annually recognizes law firms that excel in 17 areas identified by BTI as vital to providing excellent client service, including unprompted communication, a commitment to help, understanding the client's business, dealing with unexpected changes, dealing with complexity, an innovative approach and keeping clients informed.

Williams Mullen's commitment to providing excellent client service is expressed in the firm's Client Service Pledge. The firm pledges to its clients to:

- Be responsive.
- Communicate clearly.
- Be fair.
- Understand their business.

For more on Williams Mullen's Client Service Pledge, [click here](#).

BTI's research reveals that 650 core law firms serve large and Fortune 1000 clients. Of those, BTI's research reflects that only 340 law firms were singled out by name by legal decision makers for their prowess in at least one of the 17 activities driving superior client relationships.

To learn more about BTI's Client Service A-Team, visit their website [here](#).

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