



The 21st Annual BTI Client Service All-Stars 2022



General Counsel Single Out the
565 Attorneys Best at Client Service



565 Attorneys Define the New Standard for Client Service Excellence

565 attorneys are best at client service.

This, according to the only people who really count — clients. Top legal decision makers single out the attorneys delivering the best client service. We ask the questions — clients provide the answers — with no prompts, suggestions or submissions. Every BTI Client Service All-Star earns their place on their own.

Now in its 21st year, the *BTI Client Service All-Stars 2022* is the only ranking and attorney recognition relying solely on clients. These top legal decision makers define, delineate, and designate who is best — based on real-time experience and comparison. Clients make the criteria and the rules. The BTI Client Service All-Stars are vetted by the best — the most demanding clients.

2022 is the largest BTI Client Service All-Star class to date. Top legal decision makers tell us these attorneys continue to step up client service to world class levels as they face the swirling changes of variants rolling on, evolving work from home time frames and fluctuating vaccine policies. Not to mention the record workload companies face in at least 11 industries. The BTI Client Service All-Stars know how to step in to provide the best help at the right time.

You can see the firms boasting record-breaking numbers of BTI Client Service All-Stars on page 4. See the BTI Client Service All-Stars recognized by numerous clients on page 8. And, check out the BTI Client Service All-Stars earning recognition year after year on page 15. Learn the 6 reasons why the BTI Client Service All-Stars stand out in 2022 on page 3. It's all impressive — and instructive.

Please join me in congratulating each of the BTI Client Service All-Stars 2022 — who earn the respect and the rare unsolicited recommendations of the most discerning audience of all — clients.

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BTI Research Reveals 6 Reasons Clients Single Out Their BTI Client Service All-Star. These Include: _____



Practical

BTI Client Service All-Stars are sensible, realistic, appropriate, and immediately helpful.



Savvy

BTI Client Service All-Stars know their way around the rules, people, and issues, and always find ways to get things done — and how to avoid what needs to be avoided.



In the Know

BTI Client Service All-Stars are knowledgeable in what's going on in the industry and other companies — and share insight into the current state-of-the-art in management strategy and law.



Deals with Complexity

BTI Client Service All-Stars naturally break down problems into their component parts and works through them.



Available

BTI Client Service All-Stars are seemingly always there to answer questions no matter how urgent or casual they may be.



Nimble

BTI Client Service All-Stars can move quickly and switch gears as circumstances demand.

BTI Client Service All-Stars 2022 By The Numbers

565

BTI Client Service All-Stars Recognized

194

Firms Represented

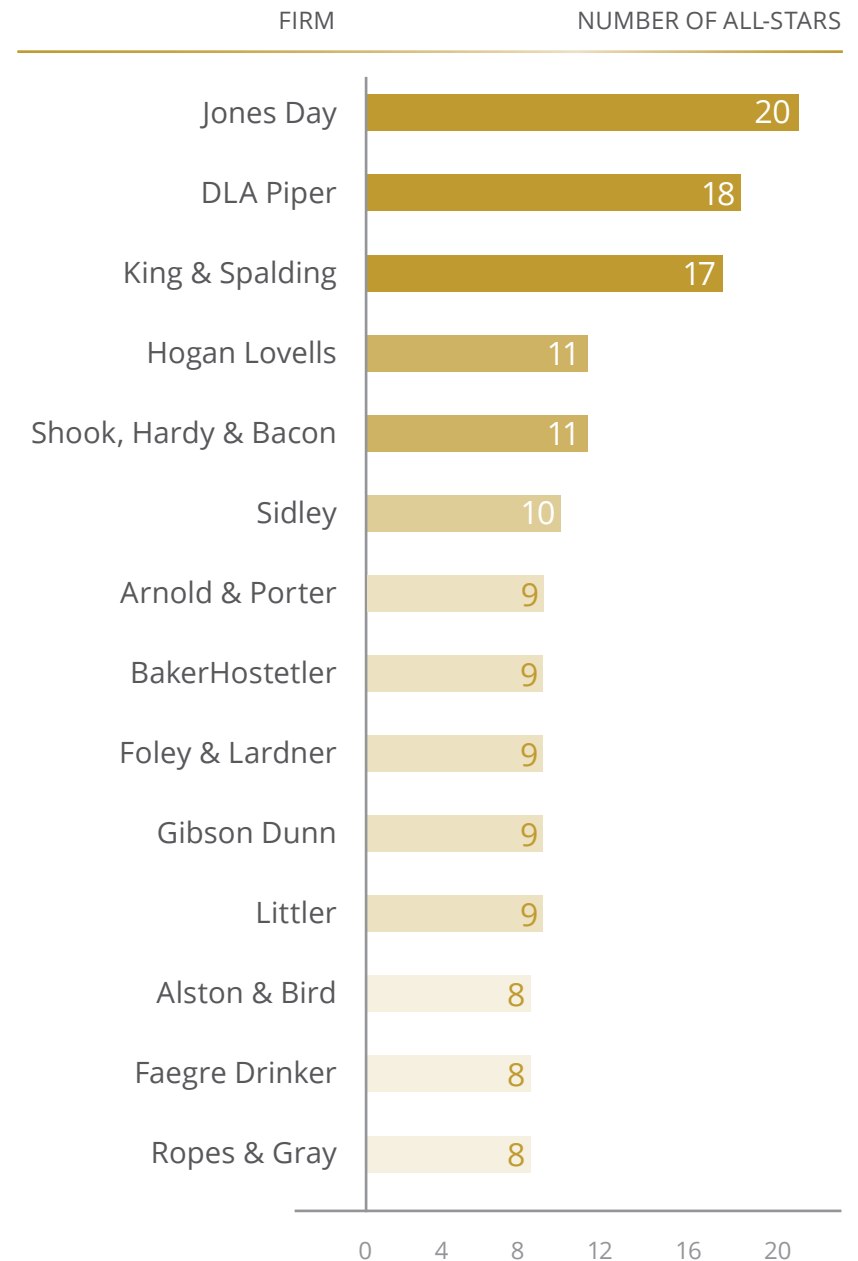
129

Elite MVPs*:
Fewer than 22.8% of Attorneys Earn Recognition Year after Year

*MVP = recognized 2 or more years in a row

Cultivating Firmwide Success

These firms demonstrate their broad commitment to client service excellence with the highest number of BTI Client Service All-Stars in 2022[†]:



[†]The full list of firms with multiple BTI Client Service All-Stars begins on the next page.

Law Firms Home to Multiple All-Star Attorneys

FIRM	NUMBER OF ALL-STARS	FIRM	NUMBER OF ALL-STARS
Jones Day	20	Barnes & Thornburg	6
DLA Piper	18	Debevoise & Plimpton	6
King & Spalding	17	Dechert	6
Hogan Lovells	11	Holland & Knight	6
Shook, Hardy & Bacon	11	Patterson Belknap	6
Sidley	10	Reed Smith	6
Arnold & Porter	9	Sheppard Mullin	6
BakerHostetler	9	Akin Gump Strauss Hauer & Feld	5
Foley & Lardner	9	Choate	5
Gibson Dunn	9	Davis Polk	5
Little	9	Dentons	5
Alston & Bird	8	Fish	5
Faegre Drinker	8	Hunton Andrews Kurth	5
Ropes & Gray	8	Maynard Cooper & Gale	5
Eversheds Sutherland	7	McGuireWoods	5
K&L Gates	7	Mintz	5
Kirkland & Ellis	7	Norton Rose Fulbright	5
Latham & Watkins	7	Quarles & Brady	5
Mayer Brown	7	Squire Patton Boggs	5
McDermott Will & Emery	7	Venable	5
Morgan Lewis	7	Wilson Sonsini Goodrich & Rosati	5
Seyfarth Shaw	7	Baker McKenzie	4

Law Firms Home to Multiple All-Star Attorneys

FIRM	NUMBER OF ALL-STARS	FIRM	NUMBER OF ALL-STARS
Carlton Fields	4	Bradley	2
Duane Morris	4	Breazeale, Sachse & Wilson	2
Fredrikson & Byron	4	Burns & Levinson	2
Ogletree Deakins	4	Cleary Gottlieb	2
Orrick	4	Cooley	2
Perkins Coie	4	Cox, Castle & Nicholson	2
Willkie	4	Davis Wright Tremaine	2
Baker Botts	3	Epstein Becker Green	2
Covington	3	Fenwick & West	2
Cravath, Swaine & Moore	3	Fieldfisher	2
Greenberg Traurig	3	Foley Hoag	2
Henson Efron	3	Fried Frank	2
Husch Blackwell	3	Goodwin	2
Jackson Lewis	3	Hall, Render, Killian, Heath & Lyman	2
Kilpatrick Townsend	3	Hinckley Allen	2
Manatt	3	Kasowitz Benson Torres	2
O'Melveny	3	Keegan Werlin	2
Schiff Hardin	3	Kutak Rock	2
WilmerHale	3	Lewis Rice	2
Baker Donelson	2	Locke Lord	2
Blank Rome	2	Morrison & Foerster	2
Boies Schiller Flexner	2	Nyemaster Goode	2

Law Firms Home to Multiple All-Star Attorneys

FIRM	NUMBER OF ALL-STARS
Osborne Clarke	2
Pillsbury	2
Quinn Emanuel Urquhart & Sullivan	2
Skadden	2
Stoel Rives	2
Sullivan & Cromwell	2
Troutman Pepper	2
Tucker Ellis	2
Ulmer	2
Vinson & Elkins	2
Wheeler Trigg O'Donnell	2
White & Case	2
Williams & Connolly	2
Winston & Strawn	2
Womble Bond Dickinson	2



BTI Client Service Super All-Star Record Breakers

Andrew Serwin and Lisa J. Sotto break BTI records — each being nominated by 6 clients. No attorney has ever been nominated by this many clients. We congratulate each on their record-breaking performance.



Andrew Serwin

Partner
DLA Piper



“With Andrew’s experience over many years dealing with big company breaches and regulators I know I’m getting the most pragmatic guidance on risk.”

- Chief Legal and
Compliance Officer



Lisa J. Sotto

Managing Partner, New York
Hunton Andrews Kurth



“Lisa is very responsive, and her advice is practical and comprehensive, which gives me peace of mind.”

- General Counsel and
VP, Data Privacy



BTI Client Service Super All-Stars

Only 27 of these client savvy attorneys earn a nomination from more than 1 client — these include:

From BakerHostetler:



Amy E. Beverlin

Associate, BakerHostetler

"Amy has great depth of experience in my industry, so I know she understands all of the issues we may encounter."



Craig A. Hoffman

Partner, BakerHostetler

"Craig is very effective, practical and responsive."



Theodore J. Kobus III

Partner, BakerHostetler

"Ted's expertise helped us manage the fallout from a major data breach we had several years ago."

From Baker McKenzie:



Lothar Determann

Partner, Baker McKenzie

"The communication from Lothar and his team around data privacy and cyber issues is first-rate."



Brian Hengesbaugh

Partner, Baker McKenzie

"He has a great reputation and expertise in working with large global organizations."



BTI Client Service Super All-Stars

Only 27 of these client savvy attorneys earn a nomination from more than 1 client — these include:

From Debevoise & Plimpton:



Luke Dembosky

Partner, Debevoise & Plimpton

“Mr. Dembosky doesn’t just point out problems, he comes prepared to present a path for moving forward.”



Avi Gesser

Partner, Debevoise & Plimpton

“Mr. Gesser has been great at helping us to understand our risks.”

From Hogan Lovells:



Harriet Pearson

Partner, Hogan Lovells

“I appreciate Harriet’s practical approach on our privacy and security compliance work.”



Eduardo Ustaran

Partner, Hogan Lovells

“Eduardo makes sure we are aware of key points from recent legislation affecting our organization.”



BTI Client Service Super All-Stars

Only 27 of these client savvy attorneys earn a nomination from more than 1 client — these include:

From Ropes & Gray:



Edward R. McNicholas

Partner, Ropes & Gray

“Edward has a long-term plan for how to reshape the broader organization and company around the best data privacy practices.”



Marko S. Zatylny

Partner, Ropes & Gray

“No one is a better negotiator than Marko.”

From Sidley:



Jaime L. M. Jones

Partner, Sidley

“She is very responsive and well connected.”



Alan Charles Raul

Partner, Sidley

“Alan provides effective guidance on the implementation of new compliance requirements.”



BTI Client Service Super All-Stars

Only 27 of these client savvy attorneys earn a nomination from more than 1 client — these include:

And 14 more attorneys including:



Susan E. Hendrickson

Partner, Arnold & Porter

"If I ever have a question, Ms. Hendrickson is the person that I go to first because she always has the answers I need."



Ruth Boardman

Partner, Bird & Bird

"We turn to Ruth for her expertise and experience with GDPR-related matters and global regulations."



Michael Delulis

Associate, Burns & Levinson

"With Michael's expertise in both litigation and alternative dispute resolution he brings many options to the table."



Thomas Repke

Partner, Covington

"When I call with a concern, Tom steps in and steps up."



Gary A. Kibel

Partner, Davis & Gilbert

"Gary provides helpful checklists that are important in developing a program."



BTI Client Service Super All-Stars

Only 27 of these client savvy attorneys earn a nomination from more than 1 client — these include:



Andrew Serwin

Partner, DLA Piper

“With Andrew’s experience over many years dealing with big company breaches and regulators I know I’m getting the most pragmatic guidance on risk.”



Phil Lee

Partner, Fieldfisher

“Phil’s advice goes beyond a strong and granular understanding of the law: the advice is useful and pragmatic.”



Steven Epstein

Partner, Fried Frank

“He provides information I can take to the bank.”



Lisa J. Sotto

Managing Partner, New York, Hunton Andrews Kurth

“Lisa is very responsive, and her advice is practical and comprehensive, which gives me peace of mind.”



Tanya Forsheit

Co-Chair, Privacy, Security & Data Innovations, Loeb & Loeb

“Tanya is very practical and pragmatic and has a good understanding of our business.”



BTI Client Service Super All-Stars

Only 27 of these client savvy attorneys earn a nomination from more than 1 client — these include:



Scott T. Lashway

Partner, Manatt

“He is very sharp and always on top of our privacy and data security issues so I trust him.”



Miriam H. Wugmeister

Partner, Morrison & Foerster

“Miriam advises us on global laws and approaches to address new programs.”



Heather Egan Sussman

Partner, Orrick

“Heather is a true expert who can give me a comprehensive answer to a tough problem in a few hours or less.”



Michael T. Williams

Co-Managing Partner, Wheeler Trigg O’Donnell

“Mike understands our business deeply and provides practical solutions that fit.”



BTI Client Service All-Star MVPS

Clients recognize MVPs as delivering superior client service for at least 2 consecutive years in a row, despite changes in needs, objectives and expectations. Top legal decision makers point to these 129 attorneys as meeting the high bar.

3-Year MVPs

ATTORNEY	CONSECUTIVE YEARS RECOGNIZED	NUMBER OF
Dennis M. Myers Partner, Kirkland & Ellis	3	
Craig S. Primis Partner, Kirkland & Ellis	3	
Cary R. Perlman Partner, Latham & Watkins	3	
David S. Rosenbloom Partner, McDermott Will & Emery	3	
Caleb Meyer Partner, Messner Reeves	3	
Danette R. Davis Partner, Norton Rose Fulbright	3	
Jeb Clulow Partner, Reed Smith	3	
Lynn H. Murray Managing Partner, Shook, Hardy & Bacon	3	
George N. Grammas Partner, Squire Patton Boggs	3	
Jeffrey E. Mark Attorney, von Briesen	3	
Kathryn A. Reilly Partner, Wheeler Trigg O'Donnell	3	
Kevin J. Wolf Partner, Akin Gump Strauss Hauer & Feld	2	

2-Year MVPs

ATTORNEY	CONSECUTIVE YEARS RECOGNIZED	NUMBER OF
Kristine McAlister Brown Partner, Alston & Bird	2	
Daphne O'Connor Partner, Arnold & Porter	2	
Suzanne K. Hanselman Partner, BakerHostetler	2	
Erik Gutiérrez Zúñiga Partner, Baker McKenzie	2	
Scott N. Godes Partner, Barnes & Thornburg	2	
Tracy D. Knox Partner, Barnes & Thornburg	2	
Mary S. Young Partner, Blackwell Burke	2	
Justin A. Chiarodo Partner; Chair, Government Contracts Practice, Blank Rome	2	
Michael H. Carpenter Partner, Carpenter Lipps & Leland	2	
Michael H. Bunis Practice Group Leader, Choate	2	
George Hooker Partner, Cole, Scott & Kissane	2	
Ronan P. Harty Partner, Davis Polk	2	



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2-Year MVPs

ATTORNEY	CONSECUTIVE YEARS RECOGNIZED	NUMBER OF
Phillip R. Mills Partner, Davis Polk	2	
Susan Reagan Gittes Partner, Debevoise & Plimpton	2	
Maeve O'Connor Partner, Debevoise & Plimpton	2	
Sheila L. Birnbaum Partner, Dechert	2	
Andrew S. Boutros Partner, Dechert	2	
Mark S. Cheffo Partner, Dechert	2	
Douglas W. Dunham Partner, Dechert	2	
Sandra D. Hauser Partner, Dentons	2	
Sonia R. Martin Office Managing Partner, Dentons	2	
Larissa S. Bifano Partner, DLA Piper	2	
Julie Dunne Partner, DLA Piper	2	
Alison M. Mitchell Partner, DLA Piper	2	

ATTORNEY	CONSECUTIVE YEARS RECOGNIZED	NUMBER OF
Frank W. Ryan Global Co-Chair, Global Co-CEO, and Americas Chair, DLA Piper	2	
Andrew Serwin Partner, DLA Piper	2	
Jamie N. Nafziger Partner, Dorsey	2	
James F. Bennett Partner, Dowd Bennett	2	
Richard A. Silfen Partner, Duane Morris	2	
Marty Hopkins Counsel, Eversheds Sutherland	2	
Robin Johnson Partner, Eversheds Sutherland	2	
Antony Walsh Partner, Eversheds Sutherland	2	
Nicole J. Leimer Partner, Faegre Drinker	2	
Jesse Linebaugh Partner, Faegre Drinker	2	
Erin E. Rhinehart Co-Managing Partner, Faruki Ireland & Cox	2	
Charlene M. Morrow Partner, Fenwick & West	2	



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2-Year MVPs

ATTORNEY	CONSECUTIVE YEARS RECOGNIZED	ATTORNEY	CONSECUTIVE YEARS RECOGNIZED
David M. Barkan Principal, Fish	2	John J. Normile Partner, Jones Day	2
Jason M. Hille Partner, Foley & Lardner	2	Stephanie E. Parker Partner, Jones Day	2
Patricia J. Lane Partner, Foley & Lardner	2	Kate Wallace Partner, Jones Day	2
Steven Epstein Partner, Fried Frank	2	Deepro R. Mukerjee Partner and Chair, IP Department, Katten	2
Lisa R. Haddad Partner, Goodwin	2	John P. Jett Partner, Kilpatrick Townsend	2
Gregory E. Ostfeld Vice Chair, Pharmaceutical Medical Device & Health Care Litigation Practice and Co-Chair, Chicago Litigation Practice, Greenberg Traurig	2	Stephanie F. Johnson Partner, King & Spalding	2
Joshua G. Vincent Partner, Hinshaw & Culbertson	2	Rahul Patel Partner, King & Spalding	2
Susan Jennifer Booth Partner, Holland & Knight	2	H. Dale Dixon Partner, Kutak Rock	2
Robert S. Hill Partner, Holland & Knight	2	Martin B. Goldberg Partner, Lash & Goldberg	2
Christian B. Nagel Partner, Holland & Knight	2	David R. Hazelton Partner, Latham & Watkins	2
Amy K. Fisher Partner, Ice Miller	2	Jason H. Silvera Partner, Latham & Watkins	2
Scott W. Cowan Partner, Jones Day	2	Paul E. Meyer Partner, Mayer Brown	2



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2-Year MVPs

ATTORNEY	CONSECUTIVE YEARS RECOGNIZED	NUMBER OF
Carmine R. Zarlenga Partner, Mayer Brown	2	
John N. Bolus Shareholder, Maynard Cooper & Gale	2	
Maibeth J. Porter Shareholder, Maynard Cooper & Gale	2	
Joanne Katsantonis Partner, McGuireWoods	2	
Joseph K. Reid, III Partner, McGuireWoods	2	
Lisa B. Pensabene Partner, O'Melveny	2	
William F. Cavanaugh, Jr. Partner, Patterson Belknap	2	
Joshua Kipnees Partner, Patterson Belknap	2	
Adeel A. Mangi Partner, Patterson Belknap	2	
Steven A. Zalesin Partner, Patterson Belknap	2	
Diane Fleming Averell Principal, Porzio, Bromberg & Newman	2	
Lucy R. Dollens Partner, Quarles & Brady	2	

ATTORNEY	CONSECUTIVE YEARS RECOGNIZED	NUMBER OF
Ryan P. Morrison Partner, Quarles & Brady	2	
Joseph A. Cancila Jr. Partner, Riley Safer Holmes & Cancila	2	
John R. Jacobson Attorney, Riley Warnock & Jacobson	2	
Paula J. Morency Partner, Schiff Hardin	2	
Brett C. Bartlett Partner, Seyfarth Shaw	2	
Gerald L. Maatman, Jr. Partner, Seyfarth Shaw	2	
Alain Dermakar Partner, Shearman & Sterling	2	
Frank Falzetta Partner, Sheppard Mullin	2	
Moe Keshavarzi Partner, Sheppard Mullin	2	
Lynsey Mitchel Partner, Sheppard Mullin	2	
Scott A. Chesin Managing Partner, Shook, Hardy & Bacon	2	
Paul A. Williams Practice Group Co-Chair, Shook, Hardy & Bacon	2	



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2-Year MVPs

ATTORNEY	CONSECUTIVE YEARS RECOGNIZED	NUMBER OF
Jaime L. M. Jones Partner, Sidley	2	
Hille R. Sheppard Partner, Sidley	2	
Clifford H. Aronson Partner, Skadden	2	
Patrick Fitzgerald Partner, Skadden	2	
Francis J. Aquila Partner, Sullivan & Cromwell	2	
Scot E. Samis Partner, Traub Lieberman	2	
Maureen Rouse-Ayoub Partner, Varnum	2	

ATTORNEY	CONSECUTIVE YEARS RECOGNIZED	NUMBER OF
Andrew R. Brownstein Partner, Wachtell, Lipton, Rosen & Katz	2	
Michael T. Williams Co-Managing Partner, Wheeler Trigg O'Donnell	2	
Joseph G. Petrosinelli Chairman, Williams & Connolly	2	
John M. Brust Partner, Wilson Sonsini Goodrich & Rosati	2	
Rezwan D. Pavri Partner, Wilson Sonsini Goodrich & Rosati	2	
Bradford A. De Vore Partner, Womble Bond Dickinson	2	



The BTI Client Service All-Stars are Now Online

THE BTI CLIENT SERVICE ALL-STARS

THE ATTORNEYS DELIVERING THE ABSOLUTE BEST CLIENT SERVICE – AS NAMED BY CLIENTS

SEARCH BY NAME, FIRM, LOCATION OR PRACTICE

Search for BTI Client Service All-Stars Here...



This is the hardest — and most meaningful — ranking and recognition in the world. No one gets on this list unless a top legal decision maker recognizes them, without prompt or suggestion, along with a good reason why. No law firm or attorney can pay, influence, or refer themselves in. Attorneys only get on this list by outperforming everyone else.

Once a BTI Client Service All-Star — always an All-Star. 30 years of BTI Client Service All-Star research shows these attorneys always deliver more.

Visit www.bticonsulting.com/bticlientserviceallstars to read about each BTI Client Service All-Star and learn what their clients say and their own client philosophy.



BTI Client Service All-Stars 2022

The Lineup

The BTI Client Service All-Stars 2022

Listed Alphabetically by Firm Name

BTI offers congratulations to the following 565 attorneys earning recognition from leading General Counsel and legal decision makers for outperforming all other attorneys. It is a true achievement to earn this level of praise from influential clients.

AKIN GUMP STRAUSS HAUER & FELD

Charles W. Armbrust
Counsel

Houston
Energy and Corporate
Nominated by: Large Energy Company

Shawn Hanson
Partner

San Francisco
Commercial, False Claims and Regulatory Litigation
Nominated by: Major Financial Services Firm

Cynthia May Mabry
Partner

Houston
Corporate Matters and Capital Markets
Nominated by: Large Energy Company

William D. Morris
Partner

Houston
Credit and Derivative Transactions
Nominated by: Prominent Energy Company

 **Kevin J. Wolf**
Partner

Washington, D.C.
Compliance
Nominated by: Fortune 1000 Technology Company

ALLEN & OVERY

Gillian Holgate
Partner

London
Corporate and M&A
Nominated by: Major Technology Company

ALSTON & BIRD

 **Kristine McAlister Brown**
Partner

Atlanta
Complex Commercial Litigation
Nominated by: Large Retailer

Steven M. Collins
Partner

Atlanta
Securities Litigation & Investigations
Nominated by: Prominent Wholesaler

David R. Godofsky, F.S.A.
Partner

Washington, D.C.
Retirement & Insurance Litigation
Nominated by: Major Professional Services Firm

James A. Harvey
Partner

Atlanta
Privacy & Data Security
Nominated by: Fortune 500 Insurance Company

The BTI Client Service All-Stars 2022

ALSTON & BIRD (CONT.)

Wim Nauwelaerts

Partner

Brussels

Privacy & Data Security

Nominated by: Fortune 500 Defense Contractor

William Scott Ortwein

Partner

Atlanta

Transactions & Corporate Governance

Nominated by: Large Wholesaler

Kimberly Kiefer Peretti

Partner; Co-Leader, Privacy, Cyber & Data Strategy

Washington, D.C.

Cybersecurity Preparedness & Response

Nominated by: Fortune 100 Healthcare Company

Angela M. Spivey

Partner

Atlanta

FDA & USDA Regulations

Nominated by: Fortune 500 Food Company

ARENT FOX

Caroline Turner English

Partner

Washington, D.C.

ERISA and Managed Care Litigation

Nominated by: Large Healthcare Company

ARNOLD & PORTER

Anand Agneshwar

Partner

New York

Product Liability Litigation

Nominated by: Prominent Pharmaceutical Company

Richard M. Alexander

Chairman and Partner

Washington, D.C.

Financial Services

Nominated by: Major Financial Services Firm

 **Michael J. Harris**

Partner

Chicago

Intellectual Property

Nominated by: Fortune 100 Consumer Goods Manufacturer

 **Susan E. Hendrickson**

Partner

Washington, D.C.

Technology and Life Sciences Transactions

Nominated by: Two Fortune 500 Healthcare Companies

Michael A. Johnson

Partner

Washington, D.C.

Commercial Litigation

Nominated by: Prominent Financial Services Firm

Ronald D. Lee

Partner

Washington, D.C.

Government Contracts, Privacy, Cybersecurity & Data Strategy

Nominated by: Fortune 100 Technology Company

Timothy R. Macdonald

Partner


Denver

Complex Civil Litigation and Appeals

Nominated by: Fortune 500 Healthcare Company

The BTI Client Service All-Stars 2022

ARNOLD & PORTER (CONT.)

 Daphne O'Connor Partner	Washington, D.C. Product Liability Litigation Nominated by: Fortune 500 Consumer Goods Manufacturer
Asim Varma Partner	Washington, D.C. Antitrust/Competition Nominated by: Large Financial Services Firm

BAKERHOSTETLER

 Amy E. Beverlin Associate	Los Angeles Employment-related Litigation Nominated by: Fortune 100 Wholesaler
Casie D. Collignon Partner	Denver Class Action Defense Nominated by: Major Professional Services Firm
Patrick H. Haggerty Partner	Cincinnati Digital Assets and Data Management Nominated by: Fortune 1000 Retailer
 Suzanne K. Hanselman Partner	Cleveland Corporate Governance Nominated by: Leading Chemicals Company
  Craig A. Hoffman Partner	Cincinnati Digital Risk Advisory and Cybersecurity Nominated by: Major Food Company; Prominent Retailer
Andreas T. Kaltsounis Partner	Seattle Digital Assets and Data Management Nominated by: Prominent Manufacturer
Paul G. Karlsgodt Partner	Denver Privacy and Digital Risk Class Action and Litigation Nominated by: Large Retailer
 Theodore J. Kobus III Partner	New York Digital Assets and Data Management Nominated by: Major Professional Services Firm; Large Insurance Company
Lynn Sessions Partner	Houston Healthcare Privacy and Compliance Nominated by: Fortune 1000 Pharmaceuticals Company

The BTI Client Service All-Stars 2022

BAKER BOTTS

Andrew M. Lankler
Partner

New York
White Collar Criminal, Regulatory, and Complex Civil Litigation
Nominated by: Major Construction Company

Neel Lemon
Senior Counsel

Dallas
Securities, M&A
Nominated by: Prominent Energy Company

Clint Rancher
Partner

Houston
Corporate and Securities
Nominated by: Large Energy Company

BAKER DONELSON

Christy Tosh Crider
Shareholder

Nashville
Healthcare Litigation
Nominated by: Fortune 500 Healthcare Company

Sanford V. Teplitzky
Shareholder

Baltimore
Healthcare Regulatory
Nominated by: Fortune 500 Healthcare Company

BAKER MCKENZIE

 **Lothar Determann**
Partner

Palo Alto
Data Privacy Law Compliance
Nominated by: Fortune 500 Defense Contractor; Large Technology Company; Major Professional Services Firm

 **Erik Gutiérrez Zúñiga**
Partner

Mexico City
Corporate and Securities
Nominated by: Large Chemicals Company

 **Brian Hengesbaugh**
Partner

Chicago
Data Privacy and Security
Nominated by: Fortune 100 Transportation Company; Fortune 500 Defense Contractor

Dr. Michaela (Weigl) Nebel
Partner

Frankfurt
Information Technology Law
Nominated by: Fortune 500 Defense Contractor

BARNES & THORNBURG

Michael P. Gieger
Associate

Indianapolis
Complex Corporate Transactions
Nominated by: Large Food Company

 **Scott N. Godes**
Partner

Washington, D.C.
Insurance Recovery and Counseling
Nominated by: Large Retailer

 **Tracy D. Knox**
Partner

Chicago
Complex Product Liability, Commercial and Real Estate Litigation
Nominated by: Fortune 500 Manufacturing Company

The BTI Client Service All-Stars 2022

BARNES & THORNBURG (CONT.)

Peter Morris
Partner
Los Angeles
White Collar, Litigation, Securities & Securities Litigation
Nominated by: Large Food Company

Peter A. Morse, Jr.
Partner
Indianapolis
Labor & Employment
Nominated by: Large Food Company

Robert R. Stead
Partner
Grand Rapids
Merger, Acquisition and Disposition Transactions
Nominated by: Major Food Company

BASS, BERRY & SIMS

Leigh Walton
Member
Nashville
Corporate Governance, M&A
Nominated by: Fortune 500 Healthcare Company

BIRD & BIRD

 **Ruth Boardman**
Partner
London
Data Breach and Security Incidents
Nominated by: Fortune 500 Defense Contractor; 2 Global Professional Services Firms

BLACKWELL BURKE

 **Mary S. Young**
Partner
Minneapolis
Consumer Fraud Class Actions and Product Liability
Nominated by: Fortune 500 Food Company

BLANK ROME

 **Justin A. Chiarodo**
Partner
Washington, D.C.
Government Contracts
Nominated by: Prominent Telecom Company

Jason E. Reisman
Partner; Co-Chair, Labor & Employment Practice Group
Philadelphia
Labor & Employment
Nominated by: Prominent Telecom Company

BOIES SCHILLER FLEXNER

Andrew S. Brenner
Partner
Miami
Products Liability and Complex Commercial Litigation
Nominated by: Fortune 500 Consumer Goods Manufacturer

Hsiao (Mark) C. Mao
Partner
San Francisco
Intellectual Property and Data Privacy
Nominated by: Fortune 500 Insurance Company

The BTI Client Service All-Stars 2022

BOND, SCHOENECK & KING

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BOYARMILLER

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BREAZEALE, SACHSE & WILSON

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BUTLER SNOW

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 Markham R. Leventhal Shareholder	Washington, D.C. Litigation Nominated by: Major Insurance Company
Paul L. Nettleton Shareholder	Miami Complex Trial and Appellate Litigation Nominated by: Fortune 100 Insurance Company
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FINNEGAN

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Juanita Brooks Principal	San Diego Complex IP, Product Liability, and Mass Tort Litigation Nominated by: Prominent Healthcare Company
Christina D. Brown-Marshall, Ph.D. Principal	Atlanta Patent and Mass Tort Product Liability Litigation Nominated by: Large Healthcare Company
 Roger A. Denning Principal	San Diego Patent Infringement and Technology-Related Litigation Nominated by: Major Healthcare Company

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Partner

Houston
Complex, Multiparty, and Multiforum Litigation
Nominated by: Global Energy Company

James R. Dutro
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San Francisco
Healthcare Transactional and Regulatory
Nominated by: Major Healthcare Company

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Cleveland
Science and Technology Litigation
Nominated by: Fortune 500 Transportation Company

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Cybersecurity, Privacy & Data Protection
Nominated by: Large Chemicals Company

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JONES DAY (CONT.)

<p> Jeffrey J. Jones Partner</p>	<p>Detroit Class Actions and Complex Commercial Litigation Nominated by: Fortune 500 Chemicals Company</p>
<p>Thomas S. Kogelman Associate</p>	<p>Cleveland Intellectual Property Nominated by: Fortune 1000 Chemical Company</p>
<p>Patrick J. Leddy Partner</p>	<p>Cleveland Multijurisdictional Transactions Nominated by: Large Chemicals Company</p>
<p>Andrew M. Levine Partner</p>	<p>New York Global Private Equity Nominated by: Fortune 500 Transportation Company</p>
<p>Caroline Edsall Littleton Partner</p>	<p>Washington, D.C. Issues & Appeals and Global Disputes Nominated by: Fortune 100 Aerospace Company</p>
<p>Thomas E. Lynch Partner</p>	<p>New York Complex Commercial Litigation and Arbitration Nominated by: Prominent Chemicals Company</p>
<p>Ben Menker Associate</p>	<p>Columbus Business & Tort Litigation Nominated by: Fortune 1000 Chemical Company</p>
<p> John J. Normile Partner</p>	<p>New York Intellectual Property Litigation Nominated by: Major Pharmaceutical Company</p>
<p> Stephanie E. Parker Partner</p>	<p>Atlanta Business & Tort Litigation Nominated by: Prominent Telecom Company</p>
<p> Michael J. Solecki Partner</p>	<p>Cleveland Corporate Governance Nominated by: Large Chemicals Company</p>
<p>Stephen G. Sozio Partner</p>	<p>Cleveland Healthcare & Life Sciences Litigation Nominated by: Major Chemicals Company</p>
<p>Lizanne Thomas Partner-in-Charge Southeast U.S. Region</p>	<p>Atlanta Corporate Governance Nominated by: Large Pharmaceutical Company</p>
<p> Kate Wallace Partner</p>	<p>Boston Antitrust and Unfair Competition Litigation Nominated by: Global Healthcare Company</p>

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Healthcare Regulatory
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Oil, Gas and Resources
Nominated by: Large Energy Company

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Employment Litigation
Nominated by: Prominent Healthcare Company

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Environmental Regulatory
Nominated by: Large Healthcare Company

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Pittsburgh
Insurance Coverage Litigation
Nominated by: Major Chemicals Company

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Technology and Data Protection
Nominated by: Prominent Pharmaceuticals Company

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Nominated by: Fortune 500 Electric Utility

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Complex Civil Litigation
Nominated by: Fortune 500 Telecom Company

KATTEN



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New York
Patent Litigation
Nominated by: Fortune 100 Financial Services Firm

KEAN MILLER

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Baton Rouge
Business Litigation and Intellectual Property
Nominated by: Prominent Food Company

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Energy and Regulatory
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Complex Commercial and Business Litigation
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Cybersecurity, Privacy & Data Governance
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KING & SPALDING

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Corporate, Finance and Investments
Nominated by: Prominent Wholesaler

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Healthcare Contracts
Nominated by: Major Healthcare Company

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Healthcare Litigation
Nominated by: Prominent Healthcare Company

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Complex Commercial Disputes
Nominated by: Large Energy Company

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International Trade / Government Matters
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Contracts and Business Torts
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M&A
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Healthcare Litigation
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Corporate, Finance and Investments
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Complex Commercial Litigation
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Antitrust & Competition
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Antitrust, Commercial Litigation
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LIGHTFOOT, FRANKLIN & WHITE

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White-Collar Criminal Defense & Corporate Investigations
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LITTLER

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Employment
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Wage and Hour
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Class Actions
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LOEB & LOEB



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Privacy, Security & Data Innovations
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Major Professional Services Firm

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MANATT



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Craig A. Moyer Partner and Leader, Energy and Environmental	Los Angeles Energy and Environmental Nominated by: Prominent Energy Company
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MAYER BROWN

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William R. Kucera Partner	Chicago M&A Nominated by: Large Telecom Company
 Paul E. Meyer Partner	Chicago Real Estate Nominated by: Global Insurance Company
Andrew J. Pincus Partner	Washington, D.C. Supreme Court & Appellate Litigation Nominated by: Fortune 100 Telecom Company
Jodi A. Simala Partner	Chicago M&A Nominated by: Prominent Energy Company
 Carmine R. Zarlenga Partner	Washington, D.C. Antitrust, Commercial Litigation and Intellectual Property Nominated by: Major Food Company

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 John N. Bolus Shareholder	Birmingham Financial Institutions, Corporate Governance & Fiduciary Litigation Nominated by: Fortune 500 Investment Bank
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John T. Lanier Shareholder	Birmingham Healthcare Regulatory and Compliance Nominated by: Fortune 1000 Healthcare Company
James M. Pool Shareholder	Birmingham Healthcare and Charitable Foundations-Tax Exempt Organizations Nominated by: Fortune 1000 Healthcare Company
 Maibeth J. Porter Shareholder	Birmingham Financial Services and Product Liability Litigation Nominated by: Fortune 500 Investment Bank

MCDERMOTT WILL & EMERY

Brad Dennis Partner	Chicago Healthcare Transactions Nominated by: Large Healthcare Company
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Ashley M. Fischer Partner	Chicago Healthcare Antitrust Nominated by: Large Healthcare Company
Michael G. Morgan Partner	Los Angeles Cybersecurity and Data Privacy Nominated by: Fortune 500 Electric Utility
Christopher M. Olson Partner	Los Angeles Corporate and Healthcare Nominated by: Major Healthcare Company
 David S. Rosenbloom Partner	Chicago Healthcare Litigation Nominated by: Prominent Manufacturing Company
Edward G. Zacharias Partner	Boston Information Privacy and Cybersecurity Nominated by: Global Healthcare Company

MCGLINCHEY STAFFORD

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Litigation
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M&A, Energy Transactions and Financing
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Energy Litigation and Regulatory
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Complex Civil Litigation
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Complex Commercial Litigation
Nominated by: Fortune 500 Telecom Company

MINTZ

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Health Law
Nominated by: Large Pharmaceuticals Company

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Managing Member, New York Office &
Chair, New York Corporate Practice

New York
Corporate
Nominated by: Large Manufacturing Company

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Member / Chair, Privacy &
Cybersecurity Practice

Boston
Privacy & Cybersecurity
Nominated by: Fortune 500 Electric Utility

Jennifer B. Rubin
Member

San Diego
Employment, Labor and Benefits
Nominated by: Prominent Telecom Company

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Member / Co-chair, Antitrust

Washington, D.C.
Antitrust
Nominated by: Major Manufacturing Company

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MORGAN LEWIS

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Philadelphia
Employee Benefit Litigation
Nominated by: Fortune 500 Real Estate Company

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Corporate, M&A, and Securities
Nominated by: Prominent Technology Company

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Government Investigations and Litigation
Nominated by: Fortune 500 Healthcare Company

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Environmental Litigation
Nominated by: Fortune 500 Energy Company

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Labor & Employment
Nominated by: Large Transportation Company

Richard G. Rosenblatt
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Princeton
Labor & Employment
Nominated by: Prominent Technology Company

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Chicago
Commercial and Civil Litigation
Nominated by: Very Large Real Estate Company

MORRISON & FOERSTER

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New York
Complex Commercial Real Estate Transactions
Nominated by: Prominent Investment Bank

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Privacy and Data Security
Nominated by: Fortune 1000 Technology Company;
Large Investment Bank

MORRISON MAHONEY

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Boston
Commercial, Professional Liability Litigation, and Appellate
Nominated by: Large Technology Company

NELSON MULLINS

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Charlotte
Complex Business Litigation
Nominated by: Major Consumer Goods Manufacturer

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NIXON PEABODY

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Albany
Complex Commercial Disputes
Nominated by: Prominent Manufacturing Company

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Global Co-Head of Data Protection,
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Washington, D.C.
Data Protection, Privacy and Cybersecurity
Nominated by: Fortune 1000 Retailer

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St. Louis
Complex Commercial Real Estate Transactions
Nominated by: Major Investment Bank

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Houston
Bankruptcy, Reorganization, and Creditor Rights Litigation
Nominated by: Fortune 500 Energy Company

John G. Mael
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Houston
Energy Development, Financing, Acquisition, and Divestiture
Nominated by: Fortune 500 Energy Company

Kevin O’Gorman
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Houston
International Arbitration, Dispute Resolution, and Litigation
Nominated by: Large Energy Company

NUTTER

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Boston
Commercial and Real Estate Finance
Nominated by: Large Financial Services Firm

NYEMASTER GOODE

Jeffrey W. Courter
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Des Moines
Creditor Rights and Bankruptcy Litigation
Nominated by: Major Manufacturing Company

Frank Harty
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Des Moines
Labor & Employment Litigation
Nominated by: Prominent Manufacturing Company

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OGLETREE DEAKINS

 A. Craig Cleland Shareholder	Atlanta Class Actions and Aggregate Litigation Nominated by: Fortune 500 Wholesaler
Shafeeqa W. Giarratani Shareholder	Austin Employment Litigation Nominated by: Fortune 100 Wholesaler
Brian D. Lee Shareholder	Morristown Employment Litigation Nominated by: Prominent Technology Company
Jimmy F. Robinson, Jr. Office Managing Shareholder	Richmond Labor & Employment Litigation Nominated by: Fortune 500 Energy Company

O'MELVENY

 Lisa B. Pensabene Partner	New York Life Science Litigation Nominated by: Global Pharmaceutical Company
Matt Powers Partner	San Francisco Consumer Class Actions Nominated by: Fortune 100 Pharmaceutical Company
Mark Robertson Partner	New York Labor & Employment Litigation and Arbitration Nominated by: Large Transportation Company

ORRICK

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David Schwartz Partner	New York M&A Transactions Nominated by: Prominent Technology Company
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Advertising and Marketing Regulation

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Information Technology, Privacy, and Data Protection

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PARKER HUDSON

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Complex Business Litigation

Nominated by: Fortune 500 Investment Bank

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Litigation

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Antitrust, Intellectual Property and Commercial Litigation

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False Advertising and Complex Commercial Litigation

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Antitrust, Intellectual Property, and First Amendment Litigation

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Complex Commercial Litigation

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IP, False Advertising and Complex Commercial Litigation

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Cybersecurity & Privacy

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Employment and Intellectual Property Litigation

Nominated by: Prominent Professional Services Firm

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Intellectual Property Litigation
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Privacy and Data Security Compliance
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Product Liability Litigation and Appellate
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Nominated by: Large Technology Company

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Insurance Recovery and Litigation
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Corporate and Transactional
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Nominated by: Fortune 100 Financial Services Firm

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Product Liability Litigation
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Employment Litigation
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Employment Litigation
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Patent Infringement Litigation
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Hatch-Waxman Litigation
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Labor, Employment & Benefits and Litigation & Dispute Resolution

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IP, Tech & Data

Nominated by: Global Professional Services Firm

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Complex Commercial Class Actions

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RILEY WARNOCK & JACOBSON



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Commercial Litigation

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ROPES & GRAY

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Technology, Media & Telecommunications

Nominated by: Prominent Financial Services Firm

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M&A

Nominated by: Global Healthcare Company

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M&A

Nominated by: Prominent Energy Company

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Chicago

Healthcare and Life Sciences

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ROPES & GRAY (CONT.)

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Ruchit Patel Partner	London Antitrust Nominated by: Global Healthcare Company
 Marko S. Zatylny Partner	Boston M&A Nominated by: Fortune 500 Technology Company; Major Energy Company

SAUL EWING ARNSTEIN & LEHR

Mark Minuti Partner	Wilmington Bankruptcy Nominated by: Fortune 500 Financial Services Firm
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 Paula J. Morency Partner	Chicago Commercial Litigation Nominated by: Fortune 500 Hospitality Company
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SCOTT+SCOTT

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The BTI Client Service All-Stars 2022

SEYFARTH SHAW

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<p> Gerald L. Maatman, Jr. Partner</p> <p>Jason Priebe Partner</p>	<p>Chicago Labor & Employment Nominated by: Fortune 500 Food Company</p> <p>Chicago eDiscovery & Information Governance Nominated by: Fortune 1000 Transportation Company</p>


SHEARMAN & STERLING

<p> Alain Dermarkar Partner</p>	<p>Dallas M&A Nominated by: Fortune 500 Technology Company</p>
------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------

SHEEHAN PHINNEY

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SHEPPARD MULLIN

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<p> Frank Falzetta Partner</p>	<p>Los Angeles Insurance Litigation Nominated by: Fortune 100 Insurance Company</p>
<p>Jay E. Gerzog Partner</p>	<p>New York Healthcare and Nonprofit Corporate Nominated by: Major Healthcare Company</p>

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Corporate, Mergers and Acquisitions and Private Equity
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Healthcare Litigation
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Healthcare
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SHOOK, HARDY & BACON

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Kansas City
Litigation and Product Liability
Nominated by: Fortune 500 Consumer Goods Company

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Product Liability, Appellate
Nominated by: Fortune 500 Consumer Goods Manufacturer

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Tobacco Class Actions
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Partner

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Partner

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Chair, Privacy and Data Security Practice

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Hildy Sastre
Co-Chair, Product Liability Litigation Practice

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Pharmaceutical and Medical Device Litigation
Nominated by: Large Pharmaceutical Company

Jon Strongman
Partner

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Pharmaceutical and Medical Device Litigation
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Practice Group Co-Chair

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General Liability Litigation
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IP Litigation
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Partner

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Privacy and Cybersecurity
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Office Managing Partner

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Commercial Litigation and Disputes
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Partner

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Privacy and Cybersecurity
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Fortune 500 Defense Contractor

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Partner

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Finance, Banking & Restructuring
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Partner

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Partner

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Data Privacy, Cybersecurity & Digital Assets
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Electric Power, Energy
Nominated by: Major Energy Company

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Director

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Partner

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Virginia M. Pedreira
Partner

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Nominated by: Large Insurance Company

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SWANSON, MARTIN & BELL

David E. Kawala Partner	Chicago Civil Litigation Defense Nominated by: Global Manufacturing Company
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TRAUB LIEBERMAN

 Scot E. Samis Partner	St. Petersburg, FL Appellate Nominated by: Major Financial Services Firm
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 **Maureen Rouse-Ayoub**
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Labor and Employment
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Chairman

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eCommerce, Privacy, and Cybersecurity
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 **Jeffrey E. Mark**
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Healthcare Transactional
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Nominated by: Large Chemicals Company

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  **Michael T. Williams**
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Bryan Merryman
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Consumer Class Actions
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Antitrust and Intellectual Property Litigation
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Co-Chair of the Products Liability
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New York
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Nominated by: Fortune 500 Telecom Company

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Nominated by: Major Insurance Company

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Chairman, Midwest

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Nominated by: Large Hospitality Company

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Brent J. Gurney
Partner



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Complex Commercial Litigation
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Benjamin A. Powell
Partner

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Cybersecurity and Privacy
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Cédric Burton Partner	Brussels Privacy and Cybersecurity Nominated by: Prominent Professional Services Firm
Andrew T. Hill Partner	Palo Alto Corporate Nominated by: Fortune 500 Healthcare Company
Christopher Kuner Senior Privacy Counsel	Brussels Privacy and Cybersecurity Nominated by: Global Investment Bank
 Rezwan D. Pavri Partner	Palo Alto Corporate Nominated by: Fortune 500 Healthcare Company


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Kelly A. Librera Partner	New York Complex Commercial Litigation Nominated by: Major Insurance Company

WITHERSWORLDWIDE

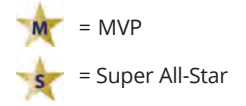
Doron S. Goldstein Partner	New York Privacy and Cybersecurity Nominated by: Major Retailer
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WOMBLE BOND DICKINSON

Theodore F. Claypoole Partner	Atlanta IP Transactions, Fintech, Privacy and Cybersecurity Nominated by: Fortune 100 Financial Services Firm
 Bradford A. De Vore Partner	Charlotte Environmental Litigation Nominated by: Large Manufacturing Company

WYRICK ROBBINS

Elizabeth H. Johnson Partner	Raleigh Privacy & Data Security Nominated by: Major Pharmaceuticals Company
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ZELLE

Thomas H. Cook, Jr.
Partner

Dallas
Insurance Litigation
Nominated by: Prominent Insurance Company



BTI's Methodology and Approach

Methodology and Approach

Independent, Unbiased Research

2022 Survey Participant Demographics

- INTERVIEWS** More than **350** in-depth interviews
- TIME FRAME** Conducted between January 2021 and November 2021
- INCENTIVES** Respondents receive complimentary report of benchmarks & metrics



No law firm submissions, self-referrals, firm referrals, suggestions, or payments are accepted for inclusion.



All interviews with top legal decision makers are confidential and anonymous, by company and person.



Probed more than 350 top legal decision makers at large organizations with \$700 million or more in revenue.



The BTI Client Service All-Stars 2022 draws solely on in-depth, telephone-based interviews as part of BTI's ongoing Annual Survey of General Counsel, now in its 21st year.



BTI is the sole sponsor of this research. BTI funds the research and controls the editorial content.

Representative of Over 15 Industry Segments

Companies ranged in size from \$700 million in revenue to the largest companies in the world.

- | | | |
|-------------------------------|-------------------------|------------------------------|
| Banking | Healthcare | Professional Services |
| Chemicals | High Tech | Retail Trade |
| Consumer Goods | Insurance | Telecom |
| Energy | Investment Banks | Transportation |
| Financial Services | Manufacturing | Wholesale Trade |
| Food & Agriculture | Pharma | |



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For 30 years, we've successfully helped our clients strategically drive revenue, boost performance, attract and retain clients, develop more business in new and existing markets, and create enduring relationships with our data-driven customized programs and solutions tailored to meet each client's specific and unique needs.

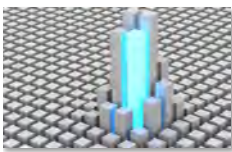
We examine the market from your client's perspective with a measurable, innovative, and high-impact approach.

From in-depth, independent research to one-on-one interviews with C-suite executives, top legal decision makers and market leaders, our expertise and insight will help you understand — as well as benchmark — how clients acquire, manage, and evaluate their professional services providers.



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Michael B. Rynowecer, Founder & President

a.k.a. The Mad Clientist



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