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ARMSTRONG TEASDALE RECOGNIZED FOR 13TH YEAR IN BTI'S 2024 CLIENT SERVICE A-TEAM

BTI Consulting Group has named Armstrong Teasdale among the law firms with the most improved client service in its 2024 BTI Client Service A-Team. This marks the 13th year the firm has been recognized by BTI.

“We’re proud that our clients have recognized us for the exceptional level of client service we provide,” said Armstrong Teasdale Managing Partner [Richard Engel](#). “We have established long-term relationships with our clients and work as an integral extension of their team. We have put formal processes in place to ensure we’re consistently receiving client feedback, enabling us to continue exceeding their expectations.”

Now in its 23rd year, BTI determined the ranking based on more than 300 in-depth interviews with top legal decision makers at large organizations with \$1 billion or more in revenue across 17 industry segments, who singled out 207 law firms by name for driving superior client relationships. This analysis is based on 17 objective ranking factors — all of which corporate counsel agree drive the strongest relationships with law firms.

The rankings come as corporate satisfaction with legal services has declined. The percentage of clients who recommend their primary law firm has fallen to 35%, down from a peak of 69% four years ago and near an 18-year low.

Learn more about Armstrong Teasdale’s commitment to client service on our [Client CultivATion page](#).

For more information on their methodology, visit the [BTI Consulting website](#).