



# Lathrop Gage Recognized for Exceptional Service

December 8, 2010

## *Clients Rank Firm Among Top 30 in Country*

KANSAS CITY, Mo. (Dec. 8, 2010) – Lathrop Gage ranks No. 26 on the 2011 “BTI Client Service 30,” which ranks the country’s top corporate law firms on client service and satisfaction. The list is produced by Boston-based BTI Consulting Group, Inc., and is based on interviews with nearly 300 corporate counsel.

According to client interviews, “Lathrop Gage delivers better client service than 95.4% of the law firms serving the world’s largest organizations,” BTI said.

This marks the firm’s first year on the Client Service 30, which BTI describes as “the 30 law firms clients say deliver the absolute best service.” Lathrop Gage has been listed on BTI’s larger “Client Service A-Team” six times since 2005.

In BTI’s study, Lathrop Gage was recognized as a leader in legal skills and regional reputation, and earned recognition in each of the remaining 15 characteristics identified as critical to developing superior client relationships:

- Anticipates client needs
- Breadth of services
- Brings together national resources
- Client focus
- Commitment to help
- Deals with unexpected changes
- Handles problems
- Helps advise on business issues
- Innovative approach
- Keeps clients informed
- Meets scope and budget
- Provides value for the dollar
- Quality products



- Understands clients' business
- Unprompted communication

**About Lathrop Gage:**

A full-service law firm, Lathrop Gage LLP has 300 attorneys in 11 offices nationwide – from Los Angeles to New York. In 2010, *Chambers USA* ranked Lathrop Gage's corporate, environmental, intellectual property, labor and employment, litigation, real estate and transportation teams among the best in their regions. For more information, visit [www.lathropgage.com](http://www.lathropgage.com).