
Gray Reed Recognized for Superior Client Service

December 17, 2018

Gray Reed is proud to be named to the *BTI Client Service A-Team* for 2019. Ranked 134 out of the 650 firms listed, Gray Reed was further recognized with the BTI “Honor Roll” distinction, the third-highest level of achievement in client service.

BTI’s methodology is based exclusively on objective, unbiased client feedback from 350 in-depth interviews with top legal decision makers at Fortune 1000 companies, large organizations with \$1 billion or more in revenue. The ranking only includes law firms that clients describe as best in at least one of the activities BTI identifies as essential to delivering superior client service and driving the best relationships. There are 17 activities and Gray Reed received “Honor Roll” recognition for 16 of them.

Activities include:

- Commitment to help
- Client focus
- Understanding the client’s business
- Providing value for the dollar
- Legal skills
- Quality
- Meeting core scope
- Keeping the client informed
- Dealing with unexpected changes
- Handling problems
- Breadth of services
- Helping advise on business issues
- Unprompted communication

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- Bringing together resources
 - Deals with complexity
 - Anticipating the client's needs
 - Innovative approach

“In Texas, we’ve seen a number of law firms merging but we believe remaining an independent, mid-sized firm allows us to foster and maintain strong relationships with our clients while still providing the depth of experience and expertise to effectively handle their legal needs,” Gray Reed Managing Partner [Cary Gray](#) says. “This recognition helps confirm that belief and serves as a testament to our teamwork and our commitment to providing superior client service.”

For the past 18 years, BTI has published the definitive ranking of client service excellence for the corporate law firm market. The focus is on which law firms legal decision makers recognize for delivering the absolute best client service on a consistent basis. The *BTI Client Service A-Team* is the gold standard (used by law firms and corporate counsel alike) to assess how law firms honestly stack up in client service delivery.

About Gray Reed

A full-service Texas law firm with offices in Dallas and Houston, Gray Reed provides legal services to companies ranging from start-up to Fortune 500 as well as high net worth individuals. Gray Reed attorneys assist clients with a myriad of legal issues including commercial litigation, corporate transactions, oil and gas, tax planning and litigation, real estate, construction, healthcare, trusts and estates, employment law, family law, intellectual property and bankruptcy. For more information, visit www.grayreed.com.