

BTI Consulting: WTO A Top Firm For Client Service

News

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Denver: BTI Consulting has named Wheeler Trigg O'Donnell (WTO) to the list of law firms that are "creating new rules for client service" during the pandemic. Based exclusively on client feedback, BTI has recognized the top firms in the U.S. that "place a premium on listening, practicality, and timeliness."

In the past year, BTI writes, these firms have excelled for clients in five key ways:

- Stepping in and knowing how to help
- Acting expediently—but making the right moves
- Mobilizing quickly to provide answers and resources
- Offering specific recommendations and action steps
- Sharing news and predictions relating to client businesses—not just offering generic observations

"We are grateful to our clients for their trust and confidence in WTO, even—and especially—through the pandemic," says Firm Chair Michael O'Donnell. "Trials and litigation are rife with challenges. When things get hard, we *run* to update our clients and make recommendations—that's often where we can make the biggest impact as advocates. Clients tell us they appreciate our approach, and it is affirming to see that here."

BTI's rankings are based solely on interviews with 300+ in-house counsel. Firms do not submit a nomination. The firms listed here are those that clients name, unprompted, during interviews.

Wheeler Trigg O'Donnell lawyers have taken more than 1,100 trials and arbitrations to verdict or award and 300 appeals to opinion all across the nation, with exceptional results for our clients.

Established in 1998, WTO today numbers approximately 100 trial lawyers and litigators. The firm represents sophisticated clients in high-stakes civil trials, appeals, and related litigation ranging from complex commercial to class actions to catastrophic torts.