Wheeler Trigg O'Donnell

BTI Consulting: WTO Among Top 50 U.S. Firms for Client Service

News
Apr 6, 2023

BTI Consulting has ranked Wheeler Trigg O'Donnell (WTO) among the Top 50 firms in the U.S. for client service. In its **Client Service A-Team 2023** report, BTI highlights the 200 firms that perform better than 70% of all law firms. These are the "firms delivering superior client service," BTI writes.

Other Top 50 firms include Kirkland & Ellis, Gibson Dunn, and Skadden. Firms in the Top 100 include Quinn Emanuel, Bartlit Beck, and Susman Godfrey.

The report observes that smaller and midsized firms have made greater client service investments and gained significant traction in the market compared to their large competitors. "Client service is certainly the biggest differentiator among law firms," writes BTI.

At #46 nationwide, the guide highlights WTO in multiple activities that BTI finds "essential to delivering superior client service and driving the best professional relationships." BTI ranks WTO as:

- one of 13 "Leaders" in Unprompted Communication;
- one of 15 "Leaders" in Providing Practical Solutions; and

- one of 20 “Distinguished” firms in Offering Customized Solutions.

The guide also recognizes WTO in such areas as providing an innovative approach, dealing with unexpected changes, and understanding our clients’ businesses.

“Our clients make dozens, sometimes hundreds, of difficult choices every day, often under challenging circumstances and with incomplete information,” says WTO Co-Managing Partner Mike Williams. “We strive to make some of those decisions easier, to help lighten their load. This recognition affirms our approach, and we thank our clients for singling us out.”

BTI’s rankings are unique in the industry because no firm can nominate or submit for recognition. Rankings are based exclusively on BTI’s surveys and interviews with more than 24,000 in-house leaders.

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

Established in 1998, WTO currently numbers more than 110 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.

© 2026 Wheeler Trigg O’Donnell LLP. All Rights Reserved