

In The News

Akerman's Client Service Recognized in BTI Consulting's "The Mad Clientist" Listing

March 24, 2022

BTI Consulting recognized Akerman's client service in "The Mad Clientist" listing that recognizes 59 firms who improved client services more than all others. According to BTI Consulting, "Client service expectations are soaring. Every change in world events adds a new layer of expectations — fueled by a stream of management questions about what going on. This extreme VUCA world (volatility, uncertainty, complexity, and ambiguity) is driving 59 law firms to substantially up their client service game."

Top legal decision makers point to 59 firms — large, medium, and small — as improving at a faster rate than all others. The firms included in the listing are riding a wave of client-facing communication and practicality to take a leap forward. Informal communication, amazing response, and practicality serve as the fuel driving improved performance. Akerman is one of 59 firms that is "using their improved client service prowess to build stronger client relationships. They are also leaving a lasting impression on clients — enduring well beyond whatever clients are experiencing now."

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