Insights: News Releases

Three Kilpatrick Townsend Partners Named BTI Client Service All-Stars 2020

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Annual Survey of Corporate Counsel Adds Greg Gilchrist, John Jett, and John Livingston to Prestigious List

ATLANTA/RALEIGH/SAN FRANCISCO (December 18) - **Kilpatrick Townsend & Stockton** announced today that Partners **Greg Gilchrist**, **John Jett**, and **John Livingston** were named ***BTI Client Service All-Stars 2020***. Only 475 attorneys represented by 181 law firms were included in this prestigious list. Fewer than one-third of the law firms had three or more attorneys listed.

Now in its 19th year of publication, the *BTI Client Service All-Stars* is the gold standard used by corporate counsel and law firms alike to identify the attorneys delivering the absolute best levels of client service. BTI relies on in-depth interviews with more than 350 legal decision makers at the world's leading organizations, including the Fortune 1000, each with more than $700 million in revenue. Based solely on unprompted feedback, this exclusive honor conveys commitment to superior client service.

- **Greg Gilchrist** is the Managing Partner for the firm's San Francisco office. Mr. Gilchrist has successfully represented a wide range of clients in litigation, trials, arbitrations, and appeals before international arbitration associations, and state and federal courts. While his practice emphasizes intellectual property (IP) and antitrust litigation, clients have consulted him on a wide variety of problems.
- **John Jett**, located in the firm's Atlanta office, focuses his practice on commercial and IP litigation. Mr. Jett represents individuals and companies, as both plaintiffs and defendants, in disputes before state and federal courts as well as in arbitration including IP owners operating in the retail, franchising, technology, and entertainment industries.
- **John Livingston**, located in the firm's Raleigh office, is a member of the firm's Real Estate Investment and Development Team and the firm's Energy Team. Mr. Livingston has deep experience in the real estate and energy industries, devoting a significant portion of his practice to sustainable development, including mixed-use projects, LEED certified projects, and renewable energy transactions.

BTI Client Service All-Stars are defined as always being a part of their client's life. These highly personal insights into preferences, needs, and priorities enable a superior client service performance. The BTI Client Service All-Stars make the time to invest in clients -- studying the business, looking for new ideas to share, and finding answers to the next unasked question. They always find ways to get things done — quickly and with a certain comfort and ease. They ferret out the strategies, insights, and tools to make things happen — or sometimes prevent things from happening. BTI Client Service All-Stars are clear, concise, and don't hedge. Clients understand the recommendations and implications. They all share their opinion and provide clear direction — especially in murky waters. The client service standouts look forward and plan for the next steps before clients ever ask.

BTI Consulting Group is a provider of strategic research to the legal community. Its research is based on interviews

with corporate counsel about their outside law firms' client focus, understanding of their business and delivery of efficient, value-added service, and results.

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Related People



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