Top-Tier Support: The IDS Help Center

IDS, Inc. has one of the top document preparation systems in the industry. In addition, *idsDoc* is supported by one of the best client support teams in the technology sector.

“Our team excels at problem-solving and rapid customization,” said Head of Operations David Clement. “And the recently upgraded Help Center allows our team to more efficiently support our clients’ lending goals.”

The IDS Help Center, powered by Zendesk, utilizes tracking and tagging technology to organize and manage support tickets. By tagging tickets by topic, IDS Client Support personnel are able to compile reference information to resolve tickets more efficiently and effectively.

“We’ve provided a lot of training to make sure the Client Support Team can make the most effective use of the system,” said Client Support Manager Tina Mausser. “It also allows us to see where we can improve and constantly work to provide better service to our clients.”

In addition, the Help Center provides informational resources for clients. The IDS Compliance Department maintains a State Document Matrix and many frequently asked questions for clients to refer to during document preparation and throughout the lending process.

“We really strive to keep our clients informed about ongoing regulatory changes in the industry,” said Compliance Officer Vince Wilson. “By providing information, we enable our clients to make informed decisions about their document preparation needs and their lending practices.”

The IDS Help Center is easy to use and access, as demonstrated in a training video created by Clement. IDS clients can access the Help Center directly or through *idsDoc* or at [idsdoc.zendesk.com](http://idsdoc.zendesk.com).
IDS Named to HousingWire Tech100 for Seventh Time

The HousingWire Tech100 is a list of a hundred companies providing top-quality service and innovative technologies to enable mortgage lenders to work effectively. This year, IDS, Inc. is on the list for the seventh time.

“We have a legacy of innovation and efficiency that we are proud to continue,” said Vice President and General Manager Mark Mackey. “The idsDoc platform continues to grow and evolve with the industry, and we look forward to continuing to provide our clients with outstanding document preparation.”

IDS is also recognized for top-tier customer support and unequaled customization capabilities. Lenders with unique needs find that idsDoc is capable of handling custom and unique documents with ease.

“Our client support team is often able to handle customizing documents and packages without intervention from other departments,” said Director of Operations David Clement. “This allows us to efficiently handle client customizations without long turn-around times.”

Recognized for outstanding document compliance, idsDoc provides thousands of audits that clients can customize and use to ensure their lending documents meet industry regulations.

To learn more about IDS, Inc., visit our website today. Or, see our listing on the HousingWire Tech100 and find out why IDS is considered one of the top document preparation technologies in the industry.
It’s raining outside, there are more houses being listed, more people moving, and the weather is warming up. With spring well and truly here, it might be easy to get caught up in the rush of houses to sell, but spring also means it’s time to clean up our own homes.

Between getting the garden ready, putting away winter gear, and deep-cleaning indoors, spring cleaning can take many forms. Getting to all the cleaning during a busy moving season can be difficult, though. Here are a few simple ways to easily kick-start your spring cleaning without overwhelming your busy schedule.

1. Open the windows. Get the winter dust out of the air and bring the spring inside with you to enjoy the lovely weather.

2. Wipe down baseboards and doorknobs. A quick rinse with a damp cloth will clear up any dust and make the room brighter.

3. Clean out the fridge drawers. It’s easy to forget what we’ve tucked away in a “fresh drawer.” Make room for all the fresh fruits and veggies that will be in season soon.

4. Pack away winter clothes. Donate or put away the clothes you only wear during winter, like your snow coat.

5. Change your wreath. Some of us might still have our pine-needle winter wreath on the door. Switch your wreath for something bright and flowery to match the season.

6. Wash the dishwasher. If your dishwasher has been struggling to clean the dishes, run it through a wash cycle with a little detergent and see if it helps.

7. Wash blankets. While most people wash sheets regularly, blankets and quilts are often cleaned less often to keep them from wearing out. Spring is a good time to run them through the wash if it’s been a while.

Time for Spring: Quick Home Refresh