



## NEWS RELEASE

### **IDS Client Support Manager Tina Mausser Named 2019 HW Insider**

**SALT LAKE CITY, Sept. 5, 2019** — Mortgage document preparation vendor International Document Services, Inc. (IDS), announced today that Client Support Manager Tina Mausser has been honored by *HousingWire* magazine in its fourth annual HW Insiders Awards™ program. Winners are chosen by *HousingWire's* editorial board based on their accomplishments over the past 12 months.

Mausser has been with IDS for 14 years. During that time, she has worked in several departments, including Integrations and Implementations, enabling her to build long-standing relationships with IDS's clients. This experience has also provided her with a well-rounded understanding of IDS products and any issues its clients may face, especially since she on-boarded many of them during her time in Implementation. In addition, Mausser's deep understanding of the IDS system and the mortgage industry uniquely positions her to help IDS clients maximize the flexibility of the idsDoc system, a key IDS differentiator, to meet their individual needs.

"I have always had an incredible support system here at IDS, always pushing me to be better and guiding me along the way," Mausser said. "I would not be successful without the amazing support I have received from my mentors, my managers and my peers."

As Client Support Manager, Mausser manages the largest service team in IDS company history, and since her ascension to the position, she has implemented procedures aimed at improving the quality of customer service IDS provides. The IDS Client Support Team is afforded the unique ability to implement changes for client issues, rather than pass these off to another department. Under Mausser's leadership, the client support team has improved the documentation and testing of said changes, which lends to a smoother production process both internally and externally.

"Tina Mausser is one of IDS's most valued employees. While not one to shine the spotlight on herself, her diligence, leadership and dedication to client service haven't gone unnoticed, and we are thrilled to see her efforts recognized on an industry-wide scale," IDS Vice President and General Manager Mark Mackey said.

According to the publication, the HW Insiders program recognizes 50 individuals who “are the ‘go-to’ team members in their companies and represent a wide range of occupations within the housing industry, from lending and servicing to investments and real estate. The Insiders are professionals their companies turn to with their most important or challenging projects because their contributions and hard work lead to superior results.”

“We created the Insiders award program to bring acclaim to the unsung heroes that are helping drive the housing industry forward,” HousingWire Managing Editor Ben Lane said. “Last year’s nominations were amazing, but this year’s blew us away. Each of this year’s winners is a true all-star who helps drive their organization to new heights.”

For the full list of this year’s honorees, visit

<https://www.housingwire.com/articles/49941-here-are-housingwires-2019-insiders>.

#### **About HW Media**

HW Media is the leading digital community for real estate, financial services and fintech professionals to engage, connect and gain knowledge. Founded in 2016 through the acquisition of *HousingWire*, HW Media is based in Dallas, TX with team members across the country. HW Media is owned by Riomar Capital.

#### **About HousingWire**

*HousingWire* is the most influential source of news and information for the U.S. mortgage and housing markets. Built on a foundation of independent and original journalism, *HousingWire* reaches over 40,000 newsletter subscribers daily and over 4 million unique visitors each year. Our audience of mortgage, real estate, financial services and fintech professionals rely on us to Move Markets Forward. Visit <https://www.housingwire.com> or <https://www.solutions.housingwire.com> to learn more.

#### **About IDS, Inc.**

IDS, a Reynolds and Reynolds company, was founded in 1986 in Salt Lake City, Utah, and is a nationwide provider of mortgage documents and compliance. IDS services include eSignatures, closing documents, initial disclosures, document fulfillment and integration with leading loan origination systems and eClosing platforms. The IDS flagship doc prep solution, idsDoc, is recognized in the industry for its ability to be customized to meet specific lender needs, particularly in regards to major industry compliance changes. (<https://info.idsdoc.com/>)

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