



NEWS RELEASE

IDS Honored As Bronze Stevie® Award Winner In 2021 American Business Awards®

SALT LAKE CITY, April 30, 2021 — Mortgage document preparation vendor International Document Services, Inc. (IDS), announced today it was named the winner of a Bronze Stevie® Award in the Customer Service Department of the Year category in The 19th Annual American Business Awards®.

Customization and knowledgeable client service are two of the hallmarks of working with IDS. For the team members of the customer service department, embodying those commitments means going above and beyond to resolve client questions, issues and concerns as quickly as possible, even if it means stretching themselves outside the bounds of the typical customer service agent.

This dedication has directly contributed to IDS' consistently high customer satisfaction rates. In 2020 IDS maintained a 99% satisfaction rate, which is much higher than Global Benchmark at 94% and Software Industry Benchmark at 96%. IDS had an average of 12.0 hours average first reply time, better than the industry average of 14.8 hours. Remarkably, this was all accomplished during the pandemic, which caused a shift to remote operations amidst a refinance boom, both of which also contributed to a significant increase in the number of tickets IDS received.

"IDS has always focused on meeting our customer's needs and 2020 was no different," said IDS Vice President and General Manager Mark Mackey. "Our customer service department ensured IDS continued to provide fast and effective service in the middle of a global pandemic, all while adapting to new levels of customer expectations with extreme flexibility and dedication."

The American Business Awards are the U.S.A.'s premier business awards program. All organizations operating in the U.S.A. are eligible to submit nominations – public and private, for-profit and non-profit, large and small.

"The American economy continues to show its resilience, and as we're poised on the beginning of what should be a phenomenal period of growth, we celebrate the remarkable achievements of a wide range of organizations and people over the past 18 months," said Stevie Awards president Maggie Gallagher. "This year's Stevie-winning nominations in The American Business Awards are testament to the ingenuity, the commitment, the passion, the adaptability, and the

creativity of the American people. We look forward to celebrating this year's winners during our virtual ceremony on June 30."

Nicknamed the Stevies for the Greek word meaning "crowned," the awards will be virtually presented to winners during a live event on Wednesday, June 30. [Tickets for the virtual event are now on sale.](#)

Details about The American Business Awards and the list of 2021 Stevie winners are available at www.StevieAwards.com/ABA.

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 regard to major industry compliance changes. (<https://info.idsdoc.com/>)

About the Stevie Awards

Stevie Awards are conferred in eight programs: the Asia-Pacific Stevie Awards, the German Stevie Awards, the Middle East & North Africa Stevie Awards, The American Business Awards®, The International Business Awards®, the Stevie Awards for Women in Business, the Stevie Awards for Great Employers, and the Stevie Awards for Sales & Customer Service. The Stevies also produce the annual [Women | Future Conference](#). Stevie Awards competitions receive more than 12,000 entries each year from organizations in more than 70 nations. Honoring organizations of all types and sizes and the people behind them, the Stevies recognize outstanding performances in the workplace worldwide. Learn more about the Stevie Awards at <http://www.StevieAwards.com>.

Sponsors of The 2021 American Business Awards include John Hancock Financial Services, Melissa Sones Consulting, and SoftPro.

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Media Contact:

Lindsey Neal
Depth Public Relations
404.549.9282
lindsey@depthpr.com