

# Day in the Life

FEATURING: **stewart**

Stewart Lender Services, Inc.

Ever wonder what it's really like inside some of our industry's top companies? This month, DS News took a behind-the-scenes look at Stewart Lender Services, Inc., to get an overview of how a typical day would unfold, examining everything from the company culture to little-known facts you wouldn't get anywhere else.

Far from a static and dull corporate environment, Stewart Lender Services, Inc., (SLS) is constantly buzzing and teaming with activity—whether it's innovating its product lines and technology services, increasing its support to lender/servicer clients, or creating new solutions to reach the struggling borrower.

With 800 offices nationwide, five of which are specifically outfitted to work with the lenders, SLS has expanded its scope in a time when many companies have had to reign in. As SLS Group President Jason Nadeau explains, part of what has paved the way for SLS to be able to function on a multitude of levels is what he would call a “dichotomy” of values. “One of the things we are always saying throughout our organization is that we are a dedicated, innovative service, but we try to have fun every day,” he said. “So, if I had to sum up SLS in four words, they would be: dedicated, disciplined, innovative, and fun.”

These are the company values that would shine through were you to spend a day at SLS. Indeed, Nadeau credits the hard work and strength of the team as a whole as well as individual employees that make the company run like clockwork. And run like clockwork it must, because it doesn't take long to see that in order to cut it at SLS you need to be able to handle the sheer volume of business that they do.

With the main focus at SLS these days being loss mitigation, many of the company's different business groups work daily to streamline this process on both the lender and borrower end. SLS's primary clients are large, national lenders, be it on the origination side or centralized refinance transactions, as well as the GSEs.

In order to maintain these efforts, SLS has found some pioneering solutions—both on the

large and small scale. In the past year, SLS has strengthened its technology offerings, expanding its IT team in order to heighten automation and increase the “manufacturing style” approach toward its processes—a key move in an environment in which it is necessary to quickly put in place large-scale default and loss mitigation operations. In addition, SLS's super center mailing facilities in Dallas and Houston help the company keep up with the sheer volume of mailing need to reach borrowers. In fact, SLS sends more FedEx packages a day than the entire city of Houston! “The current Treasury guidelines are extremely paper intensive. With every single one of these guidelines, you have to fulfill different requirements every 10, 30, etc., days,” explained Nadeau. “Some days, we are doubling and tripling the capacity of FedEx, depending on the time of month and what's going on. In this high-volume time, we actually meet with FedEx on operation calls twice a week to coordinate with its operation staff to make sure that when we do our mailing in an individual city or area, we're not exceeding its capacity for any one given day. Believe it or not, FedEx has a limit to what it can get on a truck and deliver.”

It is this sort of outside-the box solution that Nadeau says keeps their team in motion each day and helps SLS continue to grow its business. “It is sort of like building with Legos; there are dozens of discreet pieces,” Nadeau said. “Whenever a client comes to us and tells us what they need, we break off the pieces without having to re-engineer everything because we have broken everything down into these discreet processes that allow us to quickly go in a new direction.”

It is this quick-on-their-feet, detail-to-delivery operational mentality that drives SLS day after day. **DS**