

# Day in the Life

FEATURING:



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

**A**t BSI Financial Services, Inc., employees have a strong sense of ownership within the company and feel that if BSI does well, each employee also does well. As a result, all staff members are motivated to do their very best. Additionally, employees have the opportunity to exercise their full talent and see ideas go from discussion to fruition. They encouraged to bring up all issues, whether good or bad, in order to facilitate their resolution.

BSI has more than 110 people on its employment rolls, with continuous new additions. Staffers handle sales, marketing, finance, servicing, loan review, due diligence, and technology. Some employees have been on staff for more than 10 years; as such, a friendly team environment that promotes client and customer care permeates every level of the company.

Across departments, there are about 10 employees in finance, marketing, and sales; about 80 in servicing; and about 20 in due diligence.

The company is "never boring," said Gagan Sharma, president and CEO, who purchased the company six years ago. Client variety "contributes to a fulfilling feeling of progress and results," he said.

Something else contributing to BSI's success is the family-like feel that employees establish through mentoring and events.

As a fast-growing company, one of BSI's key focus areas is to seamlessly integrate new employees into the company culture. Team leaders are encouraged to mentor the new personnel, answer any questions they may have, and encourage their excitement in being part of a growing organization. The company has monthly food-day parties, where team members bring dishes for all to enjoy. Not only do they share a meal, but the relaxed atmosphere and camaraderie also helps break the ice for a lot of the new employees. BSI also hosts an annual picnic for the team to get out of the office and spend time with their colleagues in a fun environment. A couple of team leaders also have held season- and holiday-themed gatherings.

According to Sharma, the company's highly motivated staff is constantly striving to be the best in the industry, making for a company that is agile, focused, growing, independent, and client-centric.

He continued, "We are nimble enough to meet constantly changing market and client needs, including customizing loss mitigation to investor requirements. We go the extra mile to meet client requirements."

BSI Financial Services has offices in Pennsylvania and California that have been operating for many years and are still expanding. Most recently, the company opened an office in Dallas, which now has an operations center. Sharma describes the Dallas office as a "no-frills environment where some serious strategy is defined for the company."



## KNOW THIS

*BSI was acquired in 2006, when it had seven employees at its operations center in Pennsylvania. It has since grown to **115 employees**, with additional offices in California and Texas.*

*BSI started with servicing of performing portfolios and quickly adapted to the changing market conditions and clients' needs for special servicing and due diligence of distressed assets.*

*BSI has grown **tenfold** in five years.*

*BSI is an approved servicer with the GSEs, FHA, and VA, servicing loans for large Wall Street banks and hedge funds, as well as smaller lenders and investors.*