

In preparation for our upcoming **CEO Speaker Series Event - An Afternoon with Ty Jenkins**, I sat down with Ty to find out a little more about the man behind DocuTech.

If you have purchased a home or a car recently, you may have indirectly done business with DocuTech without realizing it. DocuTech supplies software and systems to the banking industry and they are currently one of the top 3 companies in the country. In 1991, Ty Jenkins, DocuTech's CEO started the company with a plan for simplifying the mortgage loan document process and compliance. *"Every company was once a Mom & Pop shop with ideas, just like me."* While their headquarters are located in Idaho Falls, DocuTech also has a fulfillment center in Phoenix, and data centers in Salt Lake City and Austin, with a total of nearly 100 employees.

I asked Ty to share with me a "WOW" statistic for his company. *"DocuTech software processes 750,000 unique document transactions per month. That's 750,000 lives we touch directly or indirectly every month."* When I asked him about what sets DocuTech apart from their competitors in the industry, he replied *"Our reputation of execution – we deliver. We are innovative. We don't sit back and wait, we take risks. Great technology. The most reliable platform in the industry."* Being a small company, Ty shared that DocuTech competes with *"multi-billion dollar corporations that spend more on maintenance than we spend to operate our entire company. By comparison, we are scrappy, tough, fight well and don't lose."* In 2008, when the housing bubble collapsed, DocuTech hit bottom. Within three months, they lost 50% of their clients. His reaction at that critical moment was a game changer. *"When you're at the bottom, you double down. We hired. We expanded when all others hunkered down. Much bigger, better companies failed. Winds of adversity make you better."*

Ty is no stranger to entrepreneurship. In addition to DocuTech, he is also a partner in Bish's RV, Alpine Aviation, real estate investments, and recently opened a Togo's Sandwich franchise at Hitt Road and Sunnyside. Every entrepreneur's road to success is as different as the individuals themselves. When I asked Ty for advice for others working to grow their business, he responded *"Entrepreneurs have too much emotion. When they get beat, often their first instinct is to want to get back at them, get revenge. What they should want to do is get to know that person. Whenever someone has bested me in business, I want to know what they know so that it won't happen to me again!"* He shared with me a great story about just this kind of experience.

As we spoke, what impressed me most was Ty's no holds barred attitude toward success and his commitment to learning from the people around him. He said something which I found very profound. *"You become the sum of your 5 closest friends so it is important to surround yourself with people who challenge you."* Our discussion was filled with the inspiration people pay high dollar motivational speakers for. *"Do it. Don't quit. Stay Focused."* *"Believe in yourself and don't quit."* *"The moment you don't want to do it anymore, stop and figure it out."* *"Take risks every single day."* His advice on hiring good people? *"Trust your employees. Stand behind them when they make a mistake. It is ok to try and fail."* His definition of success? *"When I become less significant. When I am the dumbest one in the room. That is a sign of our success as a company."*

When I asked about DocuTech's choice to be a member of the Greater Idaho Fall Chamber of Commerce, Ty responded *"We are a member of our local chamber because it's important to be involved locally. Our business is growing here, we have local employees. We want to make our local community better for our employees. Be aware of what happens and support meaningful issues."*

Looking back, would he change anything? *"Very little. It's been a blast and we're not done. Moving. Just doing is what we do. Just going for it. I wouldn't change a day of that."* I can't wait for you to hear from Ty first hand. I hope you join us for our CEO Speaker Series – An Afternoon with Ty Jenkins.