

CASE STUDY

Sovereign Bank — \$1.4B in Assets

How a decades long partnership delivers confidence, continuity, and leadership-level trust.

For Alicia Wade, partnership is not a vendor category. It is an operating requirement.

As Chief Operating Officer at Sovereign Bank, Wade oversees operations, technology, security, vendor relationships, and strategic efficiency—responsibilities community banking leaders across the industry juggle every day. The decisions she makes shape not just systems, but the confidence of her team and the resilience of the bank. Over the course of her career, one relationship has remained constant.

Wade has worked with Navanta (formerly BankOnIT) for more than two decades, across multiple institutions. When she joins a bank, she brings that relationship with her. Not because it's convenient, but because it's foundational to how she operates.

That level of conviction doesn't come from a single project or implementation. It comes from years of

shared context, trust built over time, and a deep understanding of how community banks function.

An Extension of the Leadership Team

Wade describes Navanta as an extension of her leadership team. Rather than managing technology reactively, she relies on the Navanta partnership to anticipate issues, translate complexity, and stay ahead of risk. She notes that the value is often invisible when things are working well—and most obvious in what doesn't happen.

That trust has practical implications. Wade estimates that replicating the depth and coverage Navanta provides internally would require hiring five to six specialized staff members and investing close to seven figures annually. And even then, she says, the bank would still lack the continuity and shared history the partnership delivers.



“If I couldn't work with Navanta, I'd quit and go work for them.”

Alicia Wade
Chief Operating Officer

Leadership Beyond the Bank

Beyond her role at Sovereign Bank, Wade plays an active role in the broader banking community. She co-founded and helps lead a large Fiserv Premier user group, regularly advising peers on technology decisions and vendor relationships. Her answer is consistent when other bank leaders ask who they should trust. Navanta.

Confidence at the Core of Operations

For leaders like Alicia Wade, partnership is not about tools or platforms. It's about confidence. Confidence that issues will be handled before they escalate. Confidence that regulators will be met with preparation, not panic. Confidence that leadership can focus on the business instead of worrying about what might break next.

At Sovereign Bank, that confidence is built on a long-standing relationship—one Wade considers non-negotiable.



“I don’t lose sleep over cybersecurity, infrastructure, or exams—because I trust them.”

Alicia Wade
Chief Operating Officer

About Navanta

Navanta is the trusted technology and services partner for community financial institutions, unifying critical systems, security, cloud infrastructure, and support into one seamless, purpose-built experience. With more than 35 years of banking expertise and a deep belief in the community banking mission, Navanta delivers solutions with heart, soul, and extraordinary service. From managed IT featuring Bankers Private Cloud® to core banking, cybersecurity, advisory, and CRM, Navanta helps institutions simplify complexity, reduce risk, and strengthen daily operations. Navanta empowers community bankers and their people to thrive together. **Go Bankers, Go.™**