

## CASE STUDY

# Black River Country Bank

How a trusted partnership supported a critical IT transition and strengthened the bank's confidence in its technology future.

## Leading Through a Moment of Change

When Bob Becker looks back on nearly four decades at Black River Country Bank, one theme stands out: the responsibility that comes with leading a small community bank. Technology decisions aren't theoretical — they shape how well the bank protects customers, supports employees, and services its community.

That responsibility came into sharper focus when the bank's longtime IT leader, who had been with the bank for roughly 40 years, began preparing for retirement. Like many community banks with lean staffing models, Becker knew replacing that depth internally would be difficult.



“They knocked my socks off. We expected converting to be a nightmare, but ours was far from it.”

**Bob Becker**

President, Black River Country Bank  
\$103M in Assets

## Engaging Support During a Pivotal Transition

Black River Country Bank began working with Navanta (formerly UFS) in 2024, initially through a comprehensive managed services engagement. Becker was clear about what mattered most: cybersecurity, protection, and reducing reliance on hard-to-find internal personnel — priorities shared by community banks navigating similar transitions.

What ultimately set Navanta apart was culture. Becker points to consistency across every interaction, from leadership to sales to implementation teams, along with a shared belief that the bank was not just another account.

## A Core Conversion That Defied Expectations

As the Navanta relationship expanded to include advisory services and eventually, a core migration, Becker approached the conversion with understandable caution. “Any conversion is full of possible problems,” he said. Like many bank leaders planning major system changes, that was his expectation going in. What followed surprised him.

With limited internal depth during the conversion process, Becker relied on Navanta to guide the bank through each stage. Questions were addressed directly, expectations were clear, and the bank was kept informed throughout the process.

When issues or hiccups arose, there was always follow-up. Not every problem was resolved immediately, but Becker was consistently kept up to date and always knew the plan for next steps, an important reassurance for any bank leader navigating complex change.

## A Relationship That Feels Like Part of the Team

Today, Becker points to the relationship itself as the biggest benefit of working with Navanta. He credits the team with helping the bank better understand and use the technology it already had, while staying aligned with the realities of community banking.

For Black River Country Bank, the partnership has delivered confidence and assurance that they are not navigating complex technology decisions alone.



“If you’re looking for people who truly become part of your team, not just a vendor, I would absolutely recommend Navanta.”

**Bob Becker**

President, Black River Country Bank  
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## 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.™**