

CASE STUDY

First Bank and Trust Company

How a long-standing partnership delivered stronger cybersecurity, deeper trust, and the peace of mind to focus on community banking.

A Partnership Built Over Time

For Shelbi Duke, President and CEO of First Bank and Trust Company (FB&T) in north central Oklahoma, the bank's relationship with Navanta (formerly BankOnIT) has been built over many years and through multiple stages of the bank's growth.

Long before Duke became closely involved in the bank's technology decisions, she already knew Navanta through the practical, hands-on work the team provided to support the bank's systems. In the early days, they were the technicians behind the scenes — running cable, troubleshooting

problems, and helping keep the bank's technology environment operating smoothly.

Like many community banks experiencing rapid growth and increasing regulatory pressure, FB&T saw its needs change over time. As a result, Navanta's support evolved into a deeper and more strategic partnership.

As Duke moved into leadership roles and became more involved in compliance and technology oversight, she began working more directly with the Navanta team. The relationship strengthened as the bank relied on them not only for day-to-day technical support, but also for guidance on security, infrastructure, and regulatory expectations.

A Temporary Shift – and a Clear Realization

At one point, FB&T stepped away from the relationship for a few years when the bank partnered with a provider who bundled IT services along with core processing. The experience ultimately reinforced the value Duke and her team placed on strong service and a dedicated focus on technology and security.

After four years, the bank made the decision to return. Duke says the difference came down largely to service and specialization. They recognized that Navanta remained focused on technology management and security for community banks.



“We knew them. We trusted them. And we knew they would take care of us.”

Shelbi Duke

President & CEO, First Bank and Trust Company
\$258M in Assets

Strengthening Security and Confidence

That focus matters even more today as cybersecurity risk has become one of the most significant concerns facing nearly all community financial institutions. Duke points to the depth of Navanta's security approach and the proactive way the team monitors threats and communicates with the bank.

Responsive, Relationship-Driven Support

Equally important to Duke is the accessibility of the team. When questions arise or something unusual appears in the bank's systems, her staff can reach a real person quickly. That responsiveness, paired with the long-standing familiarity between the organizations, has created a level of trust that goes beyond the typical vendor relationship.

In Duke's view, the partnership works because it feels integrated into the bank's operations. Rather than functioning as an outside provider, the Navanta team operates much like an extension of FB&T's own staff, helping the bank maintain the level of security, stability, and service that its customers expect.

Focusing on What Matters Most

FB&T has served its community since 1934, and maintaining that legacy requires confidence in the systems that support daily operations. With a trusted partner managing core elements of security, technology, and infrastructure, leadership can devote more time to what matters most: serving customers, supporting the local economy, and strengthening the bank's long tradition of community banking.



“They take every precaution. I can sleep at night knowing they're watching those threats and staying ahead of them.”

Shelbi Duke

President & CEO, First Bank and Trust Company
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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.

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