

CASE STUDY

Iowa State Bank & Trust

How a unified technology partnership helped the bank scale.

Facing Growth with a Small Team

As a small bank entering a new phase of growth, Iowa State Bank & Trust found that its technology demands were increasing faster than its internal staffing could support. With a growing footprint and only a small internal team in place, Chief Technology Officer Mark Swan faced a challenge familiar to many community banks: keeping pace with expanded operations without adding headcount.

Swan describes reaching a point where finding and retaining the right technical talent became increasingly difficult. That gap led the bank to explore the idea of finding a partner that could provide more consistent, scalable support, as well as the deeper technical expertise and broader coverage than a small internal team could reasonably provide on its own.

That led Iowa State Bank & Trust to Navanta (formerly UFS). Peer referrals and Navanta's integrated approach to managed IT services quickly stood out as a differentiator. Rather than stitching together multiple vendors, the bank saw value in working with a single partner capable of supporting infrastructure, networking, and collaboration tools in a coordinated way.

A Smooth and Supported Transition

The relationship began in February, with systems running side by side ahead of a July cutover. Swan expected the transition to be difficult, but the process proved more manageable than anticipated. Issues were addressed quickly, and the Navanta team remained closely engaged throughout implementation.

Navanta now supports the bank's managed IT environment, including Microsoft 365, network connectivity, and failover capabilities. That support has reduced day-to-day technology burden and allowed Swan to spend more time working with colleagues and customers rather than managing infrastructure details.

Growth without the Strain of Multiple Vendors

That shift became especially valuable as the bank expanded. After partnering with Navanta, Iowa State Bank & Trust added a new branch, an



“Working with Navanta is really like adding headcount without hiring people.”

Mark Swan

CTO, Iowa State Bank & Trust
\$330M in Assets



experience Swan describes as more predictable and less disruptive than earlier expansions. Systems were extended without the complexity of bolting on new solutions or renegotiating multiple vendor relationships.

Banks looking to grow without stretching their teams thin often recognize the relief that comes from knowing expansion won't require reinventing processes or juggling a patchwork of vendors. For Swan, the value of working with Navanta comes down to confidence and focus. The bank retains control and visibility while relying on a partner that can scale alongside it. Navanta has become an extension of the team, helping Iowa State Bank & Trust grow without overwhelming its internal resources.



“In the past, adding a branch felt like bolting things on. With Navanta, it is much more straightforward.”

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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.™**