

CASE STUDY

People's Community Bank

How consistency, trust, and seamless execution shaped a long-term partnership.

A Critical Technology Decision During a Period of Uncertainty

When Kevin Ravenscroft joined People's Community Bank as President and CEO, the bank was already facing a significant technology decision. Its existing hosting provider was sunsetting services, and broader industry events had raised concerns about long-term security and stability. Leadership knew the bank needed a reliable path forward.

Ravenscroft had experience leading a conversion with Navanta (formerly UFS) at a previous institution.

Rather than making the decision alone, he brought



“Once you sign and you pay, the way you are treated does not change. And I think that has been really a key driver for us, as the service has always been solid.”

Kevin Ravenscroft

President & CEO
\$394M in Assets

People's Community Bank staff to visit Navanta in person so they could see the organization and meet the team they would be working with. Like many banks navigating vendor transitions, being able to “see the people behind the service” is often the moment when uncertainty becomes reassurance. That visit played an important role in building confidence. Seeing the culture, scale, and team gave employees confidence and helped leadership move forward with managed IT services through Navanta.

Consistent Service That Doesn't Change After the Contract is Signed

People's Community Bank began with managed IT services and expanded capabilities over time as new options became available — all while keeping its existing core.

For Ravenscroft, flexibility and service consistency mattered more than changing platforms.

What stood out most came after the contract was signed. In Ravenscroft's experience, service levels often drop once an agreement is in place. With Navanta, he observed the opposite.

A High-Stakes Implementation Delivered without Disruption

A defining moment in the partnership came during implementation. Faced with a tight timeline,

People's Community Bank moved its systems to Navanta's managed IT services in a single weekend. Unlike Ravenscroft's prior conversion experience, which took place gradually, this transition happened from Friday to Monday.

While not a typical deployment timeline, the result was exactly what leadership hoped for: smooth and uneventful. Banks facing tight deadlines and high-risk transitions know that a quiet, uneventful go live is not luck—it is the product of a partner who prepares deeply and follows through.

Today, Ravenscroft values the broader perspective Navanta brings from working with many community banks. For a smaller institution, that shared experience reduces risk and prevents the need to reinvent solutions others have already solved. For People's Community Bank, the partnership with Navanta has been defined by consistency, follow-through, and confidence that service remains strong long after implementation.



“The transition went seamlessly. Everything worked just as it was supposed to. I honestly did not think it would go as well as it did.”

Kevin Ravenscroft

President & CEO
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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.™**