LogicMonitor

CASE STUDY

LogicMonitor Enables Provident Bank's Growth Beyond $25 Billion in Assets

Provident BANK®

INDUSTRY

Banking

PRODUCTS

LM Envision

LM Logs

LM Cloud

LM Support

SOLUTIONS

+ Hybrid monitoring and observability
+ Proactive issue detection
+ Comprehensive visibility

SUCCESS BY METRICS

+ Reduced alert noise from more a high volume notifications per day
+ Resolution of branch-impacting issues within one hour of opening
+ Proactive monitoring enabled through dedicated NOC operations
+ Expanded observability across thousands of mission-critical systems

KEY OUTCOMES

Reduced notification volume for more effective resolution with a highly efficient, streamlined team model

Improved retail branch uptime through proactive NOC monitoring and incident resolution

Enabled successful growth through a completed merger — and set the stage to double total amount of managed assets

Provident Bank is a leading New Jersey-based community-focused financial institution with over $25 billion in assets.

The 187-year-old institution serves customers at its 140+ branches throughout New Jersey, New York, and Pennsylvania and is growing rapidly.

THE CHALLENGE: DELIVERING FINANCIAL WELLBEING THROUGH TRUSTED IT

Jeffrey Yep, Senior Vice President and Head of Technology Operations at Provident Bank, joined the institution during its merger with Lakeland Bank. At the time, Provident identified opportunities to further mature how it manages and responds to infrastructure alerts in line with its growth. These issues sometimes prolonged branch disruptions and impacted customer experience when accessing important bank services. He said:

> *Our branches are one of the most important channels for customers. If a branch is down, it can't conduct business as expected and has to potentially redirect a customer to another location. That's not the experience we want our customers to have."*

Provident Bank defined a strategic initiative to modernize its monitoring and incident response model to align with growth, regulatory expectations, and customer experience standards.

As Provident scaled rapidly through merger and geographic expansion, IT leadership recognized that technology observability had to evolve just as quickly to protect customer trust. If someone needs to move funds around to buy essential business equipment, cash a paycheck, or resolve an issue with their mortgage payment, it's absolutely critical they can access bank resources when and where they need them. Any disruption of access — or abruptly requiring customers to travel to another branch, which they may not have time to do — runs the risk of creating substantial negative impacts on both customers' lives, as well as their trust in the bank.

And a high volume of issues could potentially diminish the bank's ability to gain new clientele as Provident expanded into new geographical areas, too.

Yep noted that, in the past, a Provident Bank branch could experience extended downtime during a business day due to legacy support workflows and an on-premises observability platform that no longer aligned with the bank's evolving needs. While the platform was initially designed to support operational continuity, the bank's growth required Provident's IT team to identify a new observability platform that would scale with their operational maturity and expanded technology footprint.

"There was a high learning curve navigating the user interface," Yep said. "This led to low adoption and lack of a proactive approach to maintaining and managing existing observability vendors."

- **Overwhelming infrastructure alert noise** with a high volume of emails per day, making it hard for Provident's IT team to determine what needed to be prioritized versus what could wait.
- **As the organization scaled, the need for a dedicated NOC model became more critical to support growing operational complexity,** and proactively identify and resolve potential issues before they could become noticeable to branch employees and customers.
- **Reliance on email-based communication** between IT and business units during critical events that would prolong remediation.

Before LogicMonitor, and in some cases, issues were first identified through branch feedback rather than centralized monitoring. It created a support improvement opportunity for the team to solve while they identified the root cause," said Yep.

They were focused on reactive issue resolution, working to identify and resolve core issues to restore critical banking functions for the impacted location.

"This approach highlighted the need for clearer incident ownership models," Yep said. "It caused branches to operate at reduced levels when servicing our customers." Yep knew that as Provident's footprint grew and the company introduced itself to new customers, it was critical that the bank get better observability on both back office and branch tech stacks. If the company couldn't keep its branches open reliably, their plans for continued growth could be hindered.

But if IT could effectively monitor and respond to potential issues in Provident's systems, then they'd be better equipped to keep branches open and minimize any noticeable impacts to banking customers. Luckily, Yep was no stranger to improving observability in a banking environment. He had already executed similar projects at other financial institutions — though this time, he had to consider the complexity of an ongoing merger.

> "Our customers were relying on these two banks, and we needed to make sure that the hundreds of employees impacted by the integration had full support at the same time. We made a conscious decision to tackle infrastructure observability post-integration, focusing on the IT Service Desk first. That's what our employees rely on to serve our customers."
>
> **Jeffrey Yep,** *SVP and Head of Technology Operations at Provident Bank*

From an internal perspective, Yep also knew that infrastructure observability was critical for the institution's compliance activities. As a state-chartered bank beholden to various regulating bodies like the FDIC, Provident Bank needs to be ready to respond to any governmental or regulatory inquiries. And the seriousness of FDIC requirements — the laws that help to protect funds — meant that there would be requirements to remediate a monitoring solution that no longer aligned with evolving requirements and utilize the opportunity to standardize incident management, streamline alerting, and improve visibility across systems.

WHY PROVIDENT BANK CHOSE LOGICMONITOR

Yep decided to focus on the IT Service Desk first and ramp up into full infrastructure observability over time. By improving IT's access to system monitoring and streamlining alert noise, Yep could ensure that his team had a strong foundation in place to begin working more proactively — not reactively, as they had been before. To do this, though, Provident Bank would need a solution that could:

1. Reduce infrastructure alert fatigue and create a proactive monitoring culture
2. Enable ongoing pre-planning for future infrastructure upgrades
3. Support efforts to reduce downtime at all high-traffic touchpoints during and after the merger
4. Improve IT operational efficiency without significant overhead

> "The LogicMonitor team is constantly asking what they can do for us; there's always a channel of communication open."
>
> **Jeffrey Yep,** *SVP and Head of Technology Operations, Provident Bank*

Yep and his team considered several options, including Provident Bank's existing vendors, before choosing to work with LogicMonitor. From a technical standpoint, Yep felt it was clear that the LogicMonitor platform could support Provident's needs both now and in the future. But one of the biggest factors in Provident's decision was the LogicMonitor team. "We wanted a long-term partner, not someone who would just provide a platform for us to run," Yep said. "With LogicMonitor, I'm able to share with my leadership that we have an engaged and strong customer service team on our side."

The immediate impact of LogicMonitor on bank operations

LogicMonitor's blend of technical capability and human support has allowed Yep's team to focus on fine-tuning their incident response approach, not spending time continually reconfiguring a platform from the ground up. "We have a scalable model with LogicMonitor that frees up my team and affords them more bandwidth to focus on forward-thinking strategic efforts," Yep said.

Provident Bank's robust implementation of the LogicMonitor Envision platform monitors thousands of mission-critical IT systems and infrastructure, including:

- Core banking systems provided by FIS with dedicated circuit IP SLAs,
- Network and security infrastructure running on enterprise-grade Cisco stacks with resilient SDWAN connectivity
- SaaS solutions by Citrix, Microsoft and Zoom
- Middleware integrations with multiple third party platforms tied to critical MFT services

After deploying LogicMonitor and setting up a dedicated NOC, Provident Bank saw immediate, measurable improvements like:

- **Improved notification tuning** → Reduced alert volume that allowed Yep and his team to identify and triage critical issues in order of priority.
- **Standardized incident ownership with faster response time** → Fewer branch closures exceeding one hour thanks to an improved ability to monitor and proactively respond to potential problems guided by standard incident response framework.
- **Operationalized observability up to network edge** → A complete picture of all systems and possible failure points that could impact bank branch operations overlayed with IT Ops continuous service improvement approach.
- **Smoother support interactions:** Dedicated NOC team reduced support friction points for branches with clarity on next steps for quicker resolution.

Regaining control of alert noise

Before LogicMonitor, Yep's team received a high volume of email- and message-based alerts every day, creating an overwhelming amount of noise for the IT team members to address. And without a formal NOC, triaging and addressing issues was difficult, if not unsustainable, given the rate at which Provident's footprint was growing. The ability to integrate LogicMonitor with various systems — and fine-tune alert noise — was another big selling point for Provident to switch away from legacy platforms.

Today, Provident uses several LogicMonitor features to improve their alerting capabilities, including:

- Integration with the ServiceNow configuration management database (CMDB), which allows Yep and his team to set up operational workflows that meet the changing needs of a growing bank.
- Website monitoring to ensure that banking customers always have access to online tools in addition to retail bank branches.
- Custom dashboards that support easier internal reporting and sharing of data with regulators.

> The goal is to make sure that whatever decisions we make, whatever critical alerts we get, are valuable and actionable. "It's as simple as that."
>
> **Jeffrey Yep,** *SVP and Head of Technology Operations at Provident Bank*

Moving forward, Yep and his team are continuing to ensure both LogicMonitor and ServiceNow enrich the CMDB with asset data points. This will allow the team to better identify any missing critical infrastructure resources. "We're also pursuing a LogicMonitor integration with xMatters to orchestrate escalation runbooks around critical services and devices," Yep said. "This allows us to perform standard triage and troubleshooting actions, capturing information within ServiceNow incidents while also contacting the scheduled on-call engineer."

Minimizing branch service disruptions

Thanks to this forward-facing approach to LogicMonitor integrations, Provident is moving further away from a world where technical issues could go hours without discovery and resolution. Now, with LogicMonitor catching critical alerts in real time, IT receives notifications about potential issues proactively. "Let's say there's an internet circuit issue. The NOC can call our vendor and make sure they line up a technician who's ready to be there before the branch opens," said Yep. "We're identifying potential problems before they happen and achieving resolution within one hour of the branch opening, if not before. We have visibility up to the edge now."

Thanks to the NOC's early alerts, any negative impact to Provident's customers is minimized. Branch service disruptions are dramatically reduced, and when branches remain operational, customers get access to their money — and retain their trust in Provident as a safe and supportive bank.

Eddy Ortiz, the NOC Manager on Yep's team at Provident Bank, spent time working on infrastructure at Lakeland Bank before moving over to the NOC after its formation at Provident. He was immediately impressed by the monitoring and reporting capabilities available to the NOC team. "We're getting down to the root cause of issues and providing that awareness to all the different departments," Ortiz said.

> From a regulatory standpoint, it's very important that we have change management controls in place. LogicMonitor facilitates that very easily."
>
> **Jeffrey Yep,** *SVP and Head of Technology Operations at Provident Bank*

Maintaining compliance

Since Provident maintains continuous visibility into its technology environment, demonstrating the simplicity of how it is monitored is simple: LogicMonitor and ServiceNow. "We can say, we have this great platform, and here's what we do," Yep said. Provident maintains a standardized, well-documented monitoring and incident response framework aligned with regulatory expectations.

The ability to quickly pinpoint and even display systems information in a custom dashboard to suit any need gives Provident a convenient way to stay compliant.

What's next for Provident Bank?

With LogicMonitor fully embedded in its operations, Provident Bank is looking ahead to the future. The company plans to grow its managed assets organically through various channels, and LogicMonitor's infrastructure can help them reach this goal. Going forward, Yep's team plans to:

Develop new functionality with the LogicMonitor API.
The Provident NOC team plans to expand cross-system visibility across systems with API access at enterprise scale. "We're looking into extending our monitoring," Yep said. "Anywhere we can get our hooks in."

Deploy synthetic testing across web interfaces.
Branches aren't the only way that Provident customers can access their money — the institution's digital interfaces are next on Yep's list of improvements. The team plans to deploy synthetics to support a digital-first customer experience parity across online banking services.

Leverage Edwin AI.
The Provident team is also looking at how they can utilize various AI platforms, such as Edwin AI, to identify observability gaps, improve alert management, triage capabilities, and response times even further. "We're really focusing on observability and building out the team to be able to catch anything that's not on our radar right now," Ortiz said.

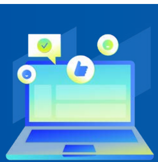
> "LogicMonitor provides services that enable our employees to deliver financial products and services to our customers. It's been positive; the value is there."
>
> **Jeffrey Yep,** *SVP and Head of Technology Operations, Provident Bank*

ABOUT PROVIDENT BANK

Founded in Jersey City in 1839, Provident Bank is the oldest community-focused financial institution based in New Jersey and is the wholly owned subsidiary of Provident Financial Services, Inc. (NYSE: PFS). With assets of $25.20 billion as of March 31, 2026, Provident Bank offers a wide range of customized financial solutions for businesses and consumers with an exceptional customer experience delivered through its convenient network of more than 140 branches across New Jersey and parts of New York and Pennsylvania, via mobile and online banking, and from its customer contact center. The bank also provides fiduciary and wealth management services through its wholly owned subsidiary, Beacon Trust Company, and insurance services through its wholly owned subsidiary, Provident Protection Plus, Inc. To learn more about Provident Bank, go to provident.bank or call our customer contact center at 800.448.7768.

ABOUT LOGICMONITOR

LogicMonitor® is the AI-first hybrid observability platform powering the next generation of digital infrastructure. LogicMonitor delivers complete visibility and actionable intelligence across on-premises, cloud, and edge environments. By anticipating issues before they strike, optimizing resources in real time, and enabling faster, smarter decisions, LogicMonitor helps IT and business leaders protect margins, accelerate innovation, and deliver exceptional digital experiences without compromise. For more information, visit www.logicmonitor.com and our blog, or follow us on LinkedIn, X, Facebook, and YouTube.



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