



5B has reduced business project planning deviations by **80%** with **ITM Platform**

## 5B, the largest ATM network in Central America and the Caribbean

5B is a strategic partner of Guatemala's leading banks. It has more than 2,700 ATMs and offers check fund reservations and digital signature services.

It specializes in processing transactions and interconnection of the financial system, achieving operational efficiency, stability, and security of the network of allies and partners.

Since 2006, 5B has continued to grow and provide solutions in different areas of the financial and banking business, achieving world-class recognition.



More than 2,700 ATMs throughout Guatemala with 4 million users



A strategic alliance with the seven most important banks in the country



Uptime greater than 98% across the network



Over 150 high-impact business projects



Multiple high-growth business lines



International expansion plans





## The Initial Challenge: Real-Time Information

To improve management metrics, a project portfolio management tool was required. The tool needed to show project statuses, the progress of tasks, and a registry of agreements at all times.

In addition, the company was seeking greater oversight of costs and revenue.

## 5B's PMO

5B has designed a project management methodology based on the principles of the PMBOK but customized to its processes and types of projects.

The PMO manages two types of projects:

### 5B internal projects:

creating new products, services, or compliance projects.

### Projects external to 5B:

requirements of partner banks and opportunities and ideas for external clients.

## Unexpected Initial Benefits

ITM Platform allowed project execution to be managed at a granular level, revealing exciting opportunities for improvement.

## Results

### Reduction in deviation from the schedule

which used to be greater than 10% per project, representing weeks of delay. Currently, this variation has decreased to only 2%.

### Reduction in delays:

once greater than 20% per project, deviations from the schedule have been cut to only 2%, saving weeks of delay.

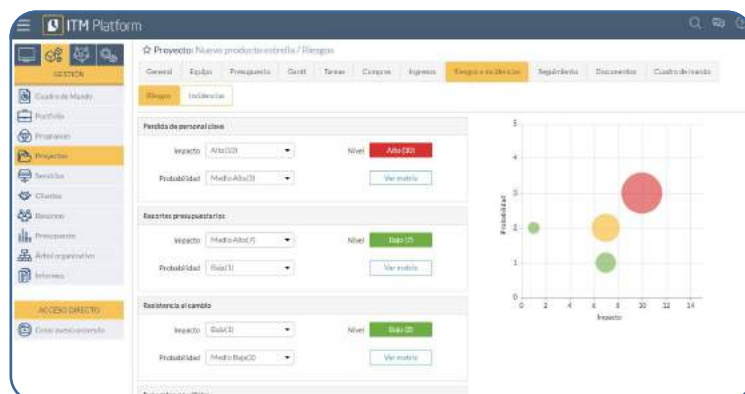
### Control over costs:

thanks to real-time cost management, today 5B has eliminated 100% of cost overruns in all projects managed with ITM Platform.



Through **ITM Platform**, the entire team has access to the different instruments of the methodology.

Previously, we had no control over costs. Our financial area only received invoices or requirements from different stakeholders.





## Greater control of each project:

by centralizing information, 5B has achieved better collaborative work between team members

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The key to this success and the change we have put in place is to have centralized information and real control over projects.

With this new, broader, and more organized vision of the 5B's portfolio, work has improved in other lines of business such as Ask for Checks or Digital Signature, among others.



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We extended control and monitoring over the planned benefits in each business case so that the board of directors can know whether objectives are being met.

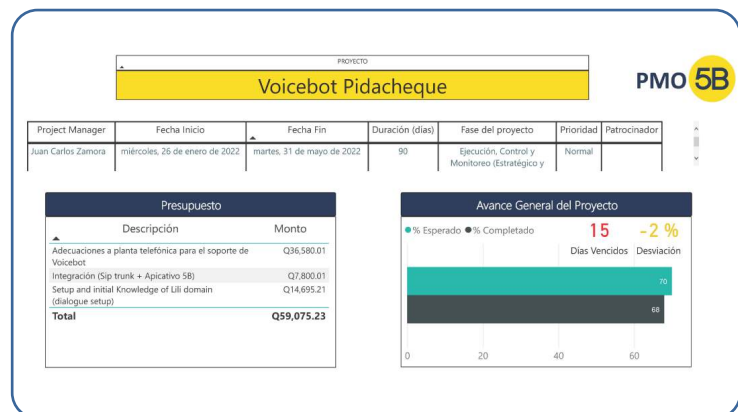
## Benefit Realization Management

5B has achieved a significant goal desired by numerous organizations: **the Benefit Realization Management**, through which benefits derived from products and services resulting from the projects are linked to the strategic results, and their outcomes are measured.

To do this, the PMO of 5B generates projects and services in ITM Platform that, through the revenue module, measure the real contribution compared to the expected.

**Dashboards.** Using ITM Platform information system connected with Power BI, it was possible to build dashboards of both individual projects and the entire portfolio, integrating information from other departments in a natural way.

These reports are accessible by all 5B managers, including general management.



# Future plans



The main goal in the future is to reduce the variation between expected and actual income to less than 5%.

Likewise, 5B seeks this objective over the revenue variation of projects already completed.

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**The goal is similar:**  
we are looking for a reduction  
between planned and actuals.



## Conclusions / Benefits

With ITM Platform, the support of its Key Account Manager, and the Support service, 5B have found the perfect tool to implement its methodology and apply best practices efficiently, achieving significant improvements from day one.



The variation of the schedule  
went from 10% to only 2%.



100% reduction of deviation in costs.



Customized project management methodology supported  
by a customized tool.



Detailed information shared in real-time with all 5B management,  
including General Management.



Management of the materialization of the benefit of products and services.