ManageEngine
PAM360

Bridging access governance and operational efficiency:

How 5B leveraged PAM360 to secure its financial operations

> *"Control is the key benefit we've gained. Centralized privileged access management, session logs, and access workflows help us stay ahead of security risks."*
>
> — **Mario, security leader at 5B**

5B, the main strategic partner of the financial sector in Guatemala and the largest ATM network in Central America, uses ManageEngine PAM360 to streamline its privileged access routines and allot centralized access to sensitive endpoints.

About 5B

Having operated for over 18 years as a leader in ATM operations and cash logistics, 5B has established itself as a trusted partner to service banks across Guatemala and the rest of Central America.

5B is responsible for overseeing a vast network of ATMs and plays a pivotal role in managing the movement of cash throughout the country. Beyond just operational excellence, the organization is central to maintaining the integrity and availability of Guatemala's financial infrastructure, ensuring that cash handling, replenishment, and secure transaction processing are carried out with efficiency and security at the forefront.

Business challenge

Considering the importance of granting least privilege access for users handling financial information on mission-critical endpoints, 5B was on the lookout for a secure way to route RDP and SSH connections without exposing endpoints directly. Not just

that, with privileged identities spanning the infrastructure, 5B encountered other security challenges like:

- The lack of a centralized management console to prevent credential sprawl and establish control.
- The lack of visibility over access to financial data.
- Meeting regional compliance standards like PCI DSS and ISO/IEC 27001.
- The lack of advanced session monitoring and scalability for these evolving needs.

Addressing all of these roadblocks—especially with an all-in-one solution—was the key priority for 5B.

How 5B initially approached this problem

As 5B's operations began to expand, it became evident that a more comprehensive and scalable solution was essential to secure critical systems and ensure regulatory compliance. This set off 5B's hunt for a full-fledged privileged access management (PAM) solution. The arc of evaluation was quite short. After a quick evaluation of PAM solutions, key considerations such as cost and ease of implementation inarguably made ManageEngine the provider of an ideal PAM solution that is best suited for its environment. Given that 5B was already leveraging ManageEngine Password Manager Pro for its password management needs, the familiarity and strong foundation paved the way for the organization to place its trust in ManageEngine for its advanced privileged access security needs.

The PAM360 touch

With PAM360, 5B has successfully taken a robust and centralized approach to managing privileged access across its IT infrastructure. This includes securing access to Active Directory servers, recording all privileged user sessions for auditing and compliance purposes, and streamlining access to critical servers from a unified platform.

"There's extensive documentation available online, which makes it easy for our analysts and support teams to learn and use PAM360 effectively. Best of all, every capability performs reliably."

— Mario, security leader at 5B

PAM360's seamless integration with 5B's existing IT stack has indeed simplified operations for its ecosystem. One such integration is with ManageEngine ServiceDesk Plus, where access provisioning to endpoints is validated based on ticket IDs. This streamlined the process of granting and revoking access, ensuring that users could

Not just that, deployment of PAM360 into 5B's infrastructure has now made the onboarding and access provisioning processes faster, reducing the manual effort previously required.

"From an ROI standpoint, we've gained a lot. It saves time, boosts our security posture, and ensures better compliance. Honestly, not having a PAM solution in 2025 would be surprising."

— Mario, security leader at 5B

Trust ManageEngine with your PAM

PAM360, ManageEngine's enterprise PAM suite, is a full-stack privileged access security platform that helps IT teams enforce strict governance on access pathways to critical corporate assets. With a holistic approach to privileged access security, PAM360 caters to core PAM requirements and facilitates contextual integration with multiple other IT management tools, resulting in deeper insights, meaningful inferences, and quicker remedies. More than 5,000 global organizations and over one million administrators trust PAM360 with their PAM needs. To learn more about PAM360 and its enterprise-ready capabilities, please visit https://mnge.it/pam360.

About ManageEngine

ManageEngine is a division of Zoho Corporation and a leading provider of IT management solutions for organizations across the world. With a powerful, flexible, and AI-powered digital enterprise management platform, we help businesses get their work done from anywhere and everywhere—better, safer, and faster. To learn more, visit www.manageengine.com.