

aws marketplace

**Drata**

# Reviews, tips, and advice from real users



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# Product Recap



Databricks

# Drata Recap

Drata is a powerful tool for automating compliance processes, effectively reducing audit preparation time and continuously monitoring security controls. It is highly valued for its ability to integrate seamlessly with existing tech stacks and manage security for remote teams, ensuring adherence to standards like SOC 2 and HIPAA. Drata enhances organizational efficiency, improves workflows, and supports real-time compliance monitoring, making compliance management less stressful and more accurate.

# Valuable Features

Excerpts from real customer reviews on PeerSpot:



“My experience with customer support was good; they were responsive, but they didn't ever get us to a solution that worked.”



**Jonathan Samples**

Chief Technology Officer at Revyse



“Drata keeps adding new features, allowing us to build our entire InfoSec program within it. Adding new components and evidence for different audits is easy. Drata also integrates with various software, like ticketing systems, source code control, and cloud platforms, continuously pulling evidence from these integrations. Without a GRC tool with these integrations, we used to gather evidence from different software during audits manually. Drata has a significant impact on our security posture management. Previously, Drata had features for security posture management, primarily through integration with AWS. For example, it would scan AWS for specific security requirements, like ensuring all S3 buckets are private. It will be reported on the Drata platform if it finds a public bucket. Recently, Drata introduced a new feature that uses an infrastructure-as-code approach. This feature detects issues and provides AI-generated suggestions for fixing them. If an organization uses infrastructure-as-code solutions like Terraform, Drata will suggest changes to the Terraform code to address the issues. You can then review and apply these changes to fix the problems. This is particularly useful when dealing with many topics, as it helps automate and speed up the process of implementing fixes. However, this AI-generated code feature is part of Drata’s upsell options. The basic version of Drata offers limited capabilities compared to the advanced features available with a paid upgrade. Even without this new feature, Drata's security posture management is valuable, as it scans cloud environments for deviations from defined security baselines. Many tools offer similar capabilities, but Drata’s new feature that translates issues into actionable fixes is a notable advancement. This benefits teams with the capability and resources to use this tool effectively.”



**Johnny Chen**

SecOps Engineer III at FINIX PAYMENTS, INC



“Drata offers APIs for every clause so that it can integrate into various platforms.”



**Shahab Al Yamin-Chawdhury**

Independent consultant at Independent



“Drata helped us publish our ISO and SOC reports, which was essential for the acquisition. The challenge now is whether Drata can scale up to meet the needs of a larger company, which already has tools like Intune to enforce laptop encryption. Drata is excellent for startups and small—to medium-sized companies but may face challenges in larger organizations with multiple environments.”



**Verified user**

Auditor at a tech vendor with 51-200 employees



“Drata helps eliminate evidence gathering and makes assigning different activities to different team members easier, simplifying compliance and audit processes. In Pennsylvania, we're putting in thousands of hours. Drata improves our security posture by reducing extra work, allowing us to focus on other security directives. I like the control editing and task management features the most. It's easy to use, but it's also easy for people to think they don't need security experts if they have it.”



**Linda Brown**

Founder at Viridis Security



“The product is 100 percent friendly to use.”



**Juan Esteves**

Cyber Security Engineer at Rather Labs



“The way the tool's controls are linked to the framework, specifically with SAST and HIPAA frameworks or any other frameworks, is really good.”



**Verified user**

Senior Staff Auditor at a financial services firm with 51-200 employees

What users had to say about valuable features:

“Drata is a comprehensive and informative tool that provides in-depth guidance on how to protect your infrastructure. However, it is also quite expensive and requires restarting if any loopholes are available..”

**BhupendraSharma**

Cloud and DevOps Engineer at Betaque

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“Drata offers APIs for every clause so that it can integrate into various platforms. It has real-time features and dashboards and allows for automation. The support is excellent, with rapid response within an hour. The platform is described as very rich, offering a comprehensive array of features..”

**Shahab Al Yamin-Chawdhury**

Independent consultant at Independent

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“Drata's DCF mapping is really good. The way the tool's controls are linked to the framework, specifically with SAST and HIPAA frameworks or any other frameworks, is really good. Basically, when I look into a control, the control's particular DCF number gives me all the information about the automated tests linked to that control, and then the external evidence that the client provides to me for verification and review is also available in one place. Drata's Audit Hub is useful for communicating with the client, and it is also a really good place where the client can feel safe sharing sensitive information for audits as it is a protected platform..”

**Verified user**

Senior Staff Auditor at a financial services firm with 51-200 employees


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“The best features that Drata offers, even though my overall experience wasn't great, include monitoring that worked effectively, although it was somewhat inflexible.

Almost all of the monitoring worked, but they have very specific ways that they want to see the infrastructure set up. For instance, one of the SOC 2 requirements is having a business recovery plan, which necessitates periodic database backups. We had it set up using AWS Backups to do it twice daily, but Drata requires using a different service for daily backups. Even though we had already covered the requirement, they still required it to be done their way, which I felt was not ideal. But overall, their monitoring of infrastructure worked pretty effectively..”

**Jonathan Samples**

Chief Technology Officer at Revyse

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“Once the tool is set up, Drata offers several valuable features. One key aspect is its integrations, which connect seamlessly with your ecosystem, including cloud services, HR systems, and various security tools. It checks configurations to determine compliance, significantly reducing the overhead of creating evidence from screenshots and configuration changes. This proactive approach allows users to address issues as they arise.

Another important feature relates to organizational efficiency during audits. Typically, you would need to review folder structures where specific controls are located and manually set up calendar events to remind you when to upload documents or screenshots as proof of compliance. Drata streamlines this process by providing a platform that automates control management. You can check your policies and procedures, conduct reviews, and automatically generate evidence for tracking compliance..”

**Ace Sklar**

Chief Information Security Officer at Northstar Security Consulting

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## Other Solutions Considered

“I've had other demos and due diligence meetings with various vendors, some at the same level as Drata. The challenge becomes whether the bigger company wants to spend the higher cost. It becomes a negotiation between price and service..”

### Verified user

Auditor at a tech vendor with 51-200 employees

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“Compared to other tools we tried before adopting Drata, Drata stands out. Many tools either have fundamental features with a clean UI but limited functionality or offer similar features to Drata but with a complicated, hard-to-use interface. Drata has achieved a good balance between its features and usability. However, it could become problematic if they continue adding features without maintaining this balance. For now, Drata is in a good place regarding usability and complexity..”

### Johnny Chen

SecOps Engineer III at FINIX PAYMENTS, INC

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# ROI

Real user quotes about their ROI:

“Before implementing Drata, I managed compliance tasks using spreadsheets, which required significant discipline and involvement. With Drata, I could transition most responsibilities to a more junior team member in security, allowing them to take on the bulk of the work, except for certain nuances like writing policies or phrasing things correctly to support sales. The value of Drata is quite high in terms of trust enablement, which can nearly pay for itself from an organizational standpoint..”

**Ace Sklar**

Chief Information Security Officer at Northstar Security Consulting

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# Use Case

“I use it as a way to shift from using spreadsheets for SOC2 compliance to something where I can operationalize it into a platform and manage my documents and schedules when needed and where attention needs to be given to the auditor's review of the tools..”

## Ace Sklar

Chief Information Security Officer at Northstar Security Consulting

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“I use Drata from the auditor's end. I am an information security auditor for companies that provide SaaS and PaaS-based services, and that would be more concentrated on the US SaaS and PaaS-based companies. I use Drata to check and comment on my client's internal security controls, their operative effectiveness, and how they are upholding their security standards..”

## Verified user

Senior Staff Auditor at a financial services firm with 51-200 employees


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“I was working on a project that required using ROC tools and SOC 2 compliance. To address this, we integrated with the Drata tool to reduce vulnerabilities in the infrastructure and address other loopholes. Additionally, Drata seamlessly integrated with our cloud services, including SysTrack S3 and other key creation and GuardDuty services.

Drata can identify loopholes and provide solutions for improved security. Drata secures the organisation's infrastructure, achieve SOC 2 compliance, and address HIPAA requirements. It can identify and close security loopholes proactively..”

**BhupendraSharma**

Cloud and DevOps Engineer at Betaque

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“We mainly use Drata as our GRC tool. Previously, we didn't have a GRC tool in-house. As a payment company, we must complete two annual audits: PCI for the payment card industry and SOC 2 Type 2, which most software companies also need. Without a GRC tool, we had separate contracts with each auditing firm, and they provided their tools for us to upload audit evidence. We had to produce the same evidence every year and manually upload it to these tools. If we changed auditors, we'd have to use new software each time, and our previous year's evidence stayed with the auditors. Now, with Data, we can store all our information in-house. Instead of auditors using their platforms, they come to Drata to access the evidence. Throughout the year, we upload and complete audit evidence in Drata, so during the audit period, auditors access what they need from the Drata platform. This means that when we change auditors, it doesn't matter who they are as long as they can access Drata..”

**Johnny Chen**

SecOps Engineer III at FINIX PAYMENTS, INC

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# Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

“The initial setup is straightforward and user-friendly, making it accessible to anyone. If a guy starts the journey in security, this tool will help. He can quickly pick up the entire information if he has extensive knowledge about cloud services. He needs to follow the steps to use the whole infrastructure..”

**BhupendraSharma**

Cloud and DevOps Engineer at Betaque

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“With the product's initial setup phase, I honestly faced some issues while the clients gave us auditors access to set up cards or read-only access. I have seen a lot of back and forth for multiple clients, and even though the clients tell us that they have given us access, we don't receive it. We don't get Drata's invitation sometimes. I think there is a bit of work, but it is not difficult. It is easy to use the tool to log in to your work emails or Google, but I found some errors in the auditor assignments and access assignments..”

**Verified user**

Senior Staff Auditor at a financial services firm with 51-200 employees

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“I strongly advocate for evaluations that prioritize objectivity by removing emotions from the decision-making process. During my assessment of various tools, I utilized a scorecard and test plan that included clear requirements and priorities. I compared options such as Fanta, OneTrust, and Drata, which was emerging as a strong contender.

Throughout the evaluation, we encountered several bugs within Drata's platform, but their team quickly addressed these issues in production. Additionally, having visibility into their roadmap was a crucial factor that indicated Drata would be a reliable vendor and partner for us.

It supports my privacy and legal team with features like auto consent and AI capabilities, which meet our needs. We chose this tool because of its agility; we felt confident it would grow alongside us and allow us to influence its roadmap.

The platform includes a helpful wizard for setting up integrations, organizing our policies and procedures, and addressing unready controls through a punch list. Additionally, we have assigned a customer success manager who will collaborate with us to tackle these items. We aim to ensure all controls are ready, connected, and scheduled, enabling us to transition to an operational state.

Five people are required for the deployment..”

**Ace Sklar**

Chief Information Security Officer at Northstar Security Consulting

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# Customer Service and Support

“Customer service is excellent, with responses typically received within an hour. The support system, including TalkShare, is available and highly efficient..”

**Shahab Al Yamin-Chawdhury**

Independent consultant at Independent

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“I didn't use the solution's technical support a lot, but when I had to, it was great. I had no problem. I rate the technical support an eight out of ten..”

**Juan Esteves**

Cyber Security Engineer at Rather Labs

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“My experience with customer support was good; they were responsive, but they didn't ever get us to a solution that worked. In the end, it wasn't great. I would rate the customer support a seven on a scale of 1 to 10..”

**Jonathan Samples**

Chief Technology Officer at Revyse

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“Our experience with customer success at Drata has been quite positive, largely due to the quality of the personnel assigned to us and the frequency of our meetings, which occurred every two to three weeks for about a year and a half. Having a game plan for these meetings and treating them like office hour sessions has been valuable, as it allows for timely answers to our questions, either on the spot or as follow-ups. This level of involvement from Drata's team stands in stark contrast to some other vendors, where you might not even know who your representative is, and they typically only reach out during quarterly business reviews or renewal discussions..”

**Ace Sklar**

Chief Information Security Officer at Northstar Security Consulting

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“The support team at Drata is top-notch, the best I’ve seen. They have two main types of support: technical support for software or integration issues and auditing support from experienced consultants for audit-related advice. Technical support is excellent, with quick response times. For auditing support, they handle more straightforward issues through live chat within the software, but for more complex problems, I reach out to our customer success manager. We can collaborate through meetings or document sharing; they’re always willing to discuss questions face-to-face if needed. Overall, I have nothing but praise for their support..”

**Johnny Chen**

SecOps Engineer III at FINIX PAYMENTS, INC

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“I would not want to talk about my experience with the product's support team extensively, but I can give the technical support a rating of six out of ten. There was a time during the initial stages of my work when I found a lot of data to convert into PDFs or download in an Excel format, and a lot of metadata was coming out. When I reached out to Drata's support team, they said the metadata that was coming out was not their issue but something from my end. The issue eventually vanished, but it was never fixed. I stopped seeing the heavy data again on my interface, but it was never properly received by the tool's support team. I only had one such customer support requirement.

I rate the technical support a six or seven out of ten..”

**Verified user**

Senior Staff Auditor at a financial services firm with 51-200 employees

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## Other Advice

“I'd rate Drata an eight out of ten because there's always room for improvement. We've seen value and impact from this tool, and I would recommend it to others. My advice would be to have a set project plan for implementation and to get help from a security expert if you don't have one in-house..”

**LindaBrown**

Founder at Viridis Security

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“Overall, I would rate Drata a ten. I would recommend it to others. For new users, I advise relying heavily on their support team, especially if you're not experienced in compliance. The support team is accommodating and reliable.

Regarding integration capabilities, I'd rate it an eight. Drata supports many primary software tools, but there are still some gaps. For example, they currently only support Salesforce for CRM and do not yet support HubSpot, which many people use. They're good with the integrations they offer, but there's room for improvement in coverage..”

**Johnny Chen**

SecOps Engineer III at FINIX PAYMENTS, INC

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“My advice to others looking into using Drata is that I would advise them not to use it.

I would rate Drata a 1 out of five because the platform requires that you be a compliance expert and doesn't help guide the user through the process. The platform fundamentally requires compliance expertise, which can be a barrier for many users.

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**Jonathan Samples**

Chief Technology Officer at Revyse

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“In terms of security posture management, as far as I am exposed to Drata, I can say that the tool has some automated tests. The autopilot feature in the tool is really helpful for verifying things, and the client's data is in sync with Drata. The tool has continuous monitoring and it provides me with real-time data on every aspect of the firm's internal security, which is also an add-on.

The tool is really user-friendly. I believe there is always room for improvement.

I do not work on integration processes. We actually have a dedicated team for it, and my team focuses only on testing.

I recommend the product to those who plan to use it since it is a seamless and easy tool to use.

I think going with what is on the interface to view could be the best thing to know more, explore more, and get to the things you want to get to.

I rate the tool an eight out of ten..”

**Verified user**

Senior Staff Auditor at a financial services firm with 51-200 employees

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“Impact of the product on your company's security posture management has been great because we had a team of three people in the security part, and I was their technical leader. In our company, we have a CIO and an operations team. We have only three people on the team, and Drata helps us to increase and enhance the maturity of our controls and evidence for future auditing and other compliance assessments.

With the automated evidence feature of the product, we connected all our platforms, like Amazon, and then we connected with GitHub Enterprise to get information about the outbound application. Data has a control panel for third parties so that they can read or know what controls are working and how, which is a breaking advantage for such a tool.

The product is 100 percent friendly to use.


I rate Drata's integration capabilities as an eight out of ten.

If I have ten people with Excel and fully commit to write the controls, then maybe we won't require Drata. If you have a small team, and you want to hurry up with things in your company, Drata is the perfect solution.

I rate the tool an eight out of ten..”

**Juan Esteves**

Cyber Security Engineer at Rather Labs

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“Our Drata package has a risk register capability that allows you to track all organizational risks while providing insights and metrics to support that tracking. The proactive integration checks compliance against the controls set for different compliance frameworks. The Trust Center is significant for the company, as it showcases all the controls you test against, whether automated or manual—in a public-facing format. This transparency allows customers and prospects to see how we monitor our infrastructure and integrations. If a control fails, it will appear

amber on the public Trust Center, demonstrating our commitment to oversight.

The package streamlines the NDA process, reducing the time required for technical reviews by minimizing reliance on the legal team for manual NDA sign-offs. This functionality decreases the manual work involved for each prospect and has proven a competitive advantage, significantly supporting sales efforts and expediting the review process.

It becomes much easier to use once you familiarize yourself with the web UI and its documentation. Jira has a solid knowledge base, and we also create internal documentation to address specific nuances. After getting past the initial learning curve, the UI is relatively straightforward. I had someone new to security successfully take over most of the operational tasks.

Some nuances are involved in getting your onboarding with Drata set up, particularly in understanding how the AuditHub and its capabilities function. The process can be straightforward as long as everyone is on the same page.

Overall, I rate the solution a nine out of ten..”

**Ace Sklar**

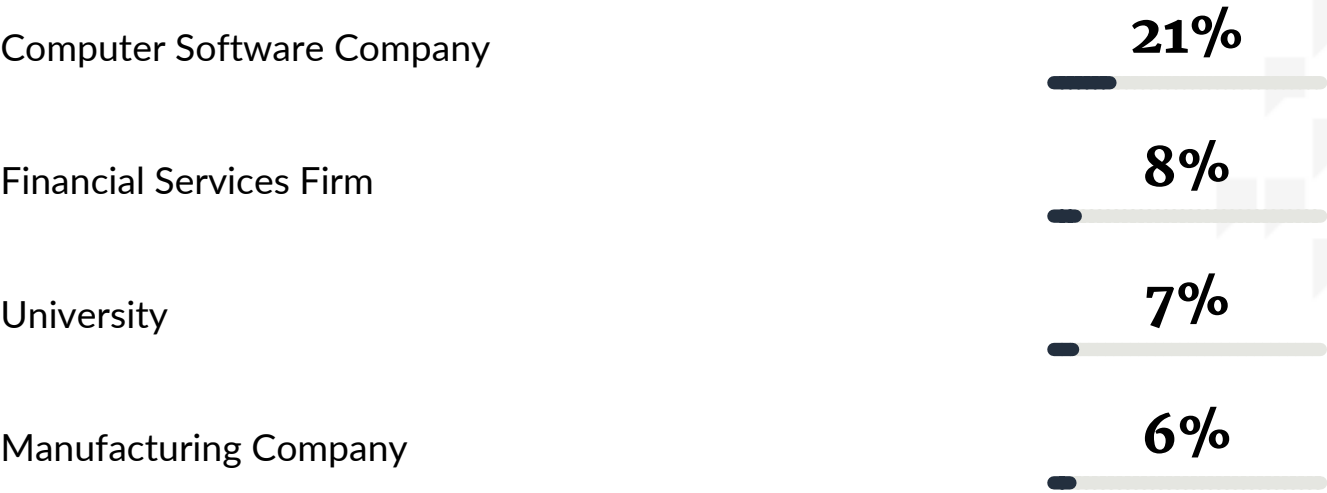
Chief Information Security Officer at Northstar Security Consulting

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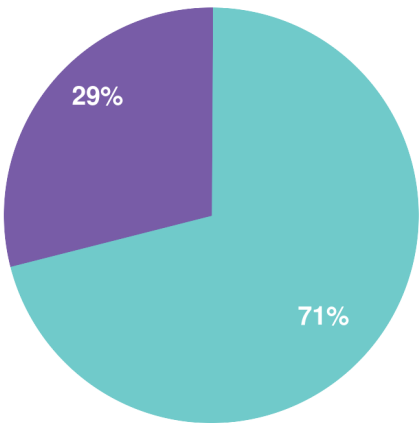
# Top Industries

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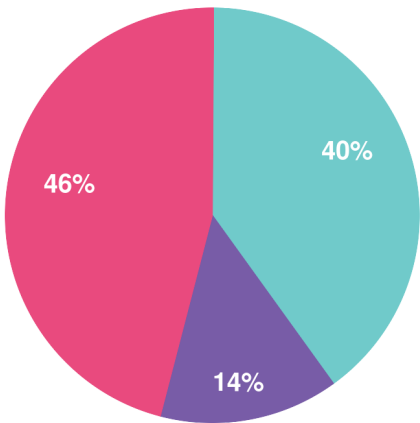


# Company Size

by reviewers



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Large Enterprise      Midsize Enterprise      Small Business

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