

aws marketplace

MetricStream

# Reviews, tips, and advice from real users



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# Contents

- Product Recap..... 3 - 4
- Valuable Features..... 5 - 10
- Other Solutions Considered..... 11 - 12
- ROI..... 13
- Use Case..... 14
- Setup..... 15
- Customer Service and Support..... 16
- Other Advice..... 17 - 18
- Trends..... 19 - 20
- About PeerSpot..... 21 - 22

# Product Recap



MetricStream

# MetricStream Recap

Provides advanced capabilities such as risk calculators and risk heat maps for risk analysis and monitoring.

# Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✔ “Since implementing MetricStream, audit teams have shaved about two weeks off of annual planning across various teams, allowing audit departments of about 140 auditors across maybe 10 teams to squeeze in 10 extra audits, one audit per each team, if not additional testing.”



**John Quant**

Owner at a consultancy with 1-10 employees

- ✔ “MetricStream is something like an all-in-one solution where I do not need to write scripts or conduct audits.”



**Verified user**

Tech Lead And Dev Ops Engineer at a healthcare company with 51-200 employees

- ✔ “The interface is mobile-friendly and it is getting a good response from our customers.”



**AdhishP**

Practice Lead Cybersecurity at Finesse Global

- ✔ “Key features are usability and ease of configuration. It allows us to have all the information in a single place and provide real-time indicators and information for our executives.”



**Verified user**

CEO & President at a tech services company with 1-10 employees

## What users had to say about valuable features:

“They have now reworked it. The interface is mobile-friendly and it is getting a good response from our customers. It's a very good feature that the product offers. It is also available as a cloud option, which is getting a lot of interest from customers who are looking into the GRCC.

It is very useful, especially in the solution platform.

It has good features and good functionality, and our customers feel there is a lot of merit in that.

I think that the portal is constantly improving. They do their own enhancements very often. They keep doing those enhancements from their site itself..”

### **AdhishP**

Practice Lead Cybersecurity at Finesse Global

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“The best features MetricStream offers are the nice dashboards. However, I believe that the same system could be built much cheaper. With the help of one Python developer and one data engineer, it could be created more easily. To me, it appears to be mostly a marketing-driven product, functioning basically as a better package for something similar to Microsoft Forms.

Regarding features, I think it was nice when I knew what was needed, and when a client had seen the issue beforehand. MetricStream is something like an all-in-one solution where I do not need to write scripts or conduct audits. However, it may be a cheaper option when an audit is not necessary, such as a Microsoft audit or governance audit. It might be cheaper for two or three months, but when deeper research on a company is needed, it is not suitable. Essentially, it is an audit platform with a nice dashboard.

MetricStream has positively impacted my organization because we sell it in Europe. However, I implemented it at a couple of companies and I do not see any positive impact. For the client, they can see a nice platform with a friendly UI and a dashboard. For a developer, there is basically no added value because all these things can be obtained from scripts. Scripts can be written easily and are a really cheap alternative. I do not see any reason to buy MetricStream for a couple of thousand euros per month when scripts can be written with internal audit, cyber risk audit, or policy searching capabilities. Essentially, it is a business version of Grafana.

A specific example of how a client benefited from using MetricStream is that it is better for usability. If a client needs to check risk inside a cloud environment or internal environment, they have a nice dashboard with compliance status, open issues, and key risk information. If the management part is implemented, there is also a nice dashboard with compliance status ranging from zero to 100, control test requests and results, and a nice dashboard from the forms..”

**Verified user**

Tech Lead And Dev Ops Engineer at a healthcare company with 51-200 employees

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“We utilize MetricStream for audit and risk management by developing risk dashboarding and risk library development, standardizing libraries across enterprise organizations where risk management, corporate audit, and other business units can all utilize the same system of record and libraries.

“MetricStream's shared system works well across all business units by standardizing similar risks and controls that exist across multiple business units. For instance, IT risk management and information security risk management have overlapping risks and controls, but we standardize them into one centralized risk and control.

“The best features MetricStream offers take into consideration all the elements of a full governance, risk, and compliance system from both risk management to corporate audit, being able to develop applications within the solution that meet our needs, having a degree of full customization, as well as reporting, utilizing Infolets and Info Centers to establish reports that may not typically be out of the box and are definitely value-added.

“MetricStream's customization and reporting have helped my work significantly. Compared to other systems, we have had the ability to essentially write SQL code that allows us to develop a report in real time that gives us insight into various different KPIs or KRIs leveraged across the organization. In comparison to other systems where you might be limited on what you can develop a separate report on, most of the fields and data captured within MetricStream have been reportable.

“A favorite aspect I have regarding MetricStream is a love-hate relationship. The record level security sometimes backfires in terms of configuration, but usually it is relatively easy to work around.

“MetricStream has positively impacted my organization by reducing silos across the organization. Having a centralized risk library maintained by risk management allows the corporate audit team to shave time off annual planning and enables more audit work to be done by ensuring validity of risks and controls in the system to support audit testing.

“Since implementing MetricStream, audit teams have shaved about two weeks off

of annual planning across various teams, allowing audit departments of about 140 auditors across maybe 10 teams to squeeze in 10 extra audits, one audit per each team, if not additional testing..”

**John Quant**

Owner at a consultancy with 1-10 employees

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# Other Solutions Considered

“Before choosing MetricStream, we did evaluate other options depending on the client. We chose Archer for one installation and Thomson Reuters for another implementation..”

**John Quant**

Owner at a consultancy with 1-10 employees

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“Before MetricStream, we used Databricks and scripts for audit checks and our cybersecurity implementation. However, the business decided to switch to MetricStream and started selling MetricStream to other clients. I do not think it was a good solution because after a couple of months or years, we came back to manual checks..”

**Verified user**

Tech Lead And Dev Ops Engineer at a healthcare company with 51-200 employees

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“We were using some other solutions and the reason we switched was the scalability and performance of the solution and, in some cases, the ease of use.

The most important thing when selecting a vendor is that the product perform and work for the specific needs that we have. Being able to configure and to customize a solution to our needs is a very important factor. In addition, we look for support from the vendor or a local partner for doing the implementation. Finally, the price..”

**Verified user**

CEO & President at a tech services company with 1-10 employees

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# ROI

Real user quotes about their ROI:

“I have not seen specific metrics on return on investment with MetricStream, outside of reducing silos and allowing time savings off of annual planning..”

**John Quant**

Owner at a consultancy with 1-10 employees

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# Use Case

“My main use case for MetricStream was that I was a developer and I prepared templates for a client while also testing the UI platform for the client.

I can give a specific example of a template I prepared for a client. We had a task about what the client wanted, about the solution, about governance, about the tech template, and about SOX compliance. After we had some points, I created forms. It was basically something similar to Microsoft Forms. I prepared templates within MetricStream and took these blocks to create components together, something resembling Lego parts.

When I was a developer, this was a quite narrow template, and it consisted mostly of pieces from a constructor. I created one large form for the client. However, the main issue is that if a client needs something larger or more custom, there are no tools to change these blocks. Instead, I need to create a task for the developer team. Additionally, my customer team from MetricStream is located in India. A significant issue is with technical support because for the first month, they do not have any time and they do not want to change anything. Basically, I only have access to the UI and do not have access to the code base. However, for developers preparing solutions for clients who need to make a change in the code base, it would be much easier to change our own code rather than wait two or three months..”

**Verified user**

Tech Lead And Dev Ops Engineer at a healthcare company with 51-200 employees

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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 was complex in terms of understanding the velocity of the solution and the platform. After that, the initial configuration was very well done, it was not so complicated..”

**Verified user**

CEO & President at a tech services company with 1-10 employees

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# Customer Service and Support

“The technical support is very good but sometimes we need to have local or Spanish language support. That is something that will be a challenge for them..”

**Verified user**

CEO & President at a tech services company with 1-10 employees

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“Customer support from MetricStream has been great. We had to engage with senior management from time to time, but they were responsive and quick in working through our issues..”

**John Quant**

Owner at a consultancy with 1-10 employees

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“If customers are faced with any challenges, the support team is really responsive and very fast to address any concerns.

They have a good technical support team that is based out of India.

They do a fair job..”

**AdhishP**

Practice Lead Cybersecurity at Finesse Global

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# Other Advice

“My advice for others looking into using MetricStream is to ensure collective representation from all business units that will be clients of the application across the organization. For example, in a bank, make sure you have audit, risk management, and other departments involved. I would rate this review a 7..”

**John Quant**

Owner at a consultancy with 1-10 employees

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“I would rate it a nine out of 10 because it's a very good and scalable solution that can be configured to our needs. The only issue is in terms of support within the local language.

Evaluate it, do a proforma proof of concept before deciding. In this proof of concept be sure to test your use cases and evaluate how easy it is to configure a solution to handle your use cases..”

**Verified user**

CEO & President at a tech services company with 1-10 employees

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“We have aligned with MetricStream only. We will recommend it, but we have seen comparisons between MetricStream and RSA Archer from when we have come across those customers. We have been head to head in those comparisons.

My advice is to be sure to have your use cases very clear in what you want to

achieve, be it risk management or just relations management. If it's an audit, you have to be very precise and clear as to what your needs are. Based on that only, you should be evaluating it, because it is all modularized. There are more than 15 or 16 modules of MetricStream solutions available.

The customer has to be very clear as to which module they are interested in and what they want to implement.

I would rate MetricStream an eight out of ten..”

**AdhishP**

Practice Lead Cybersecurity at Finesse Global

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# Top Industries

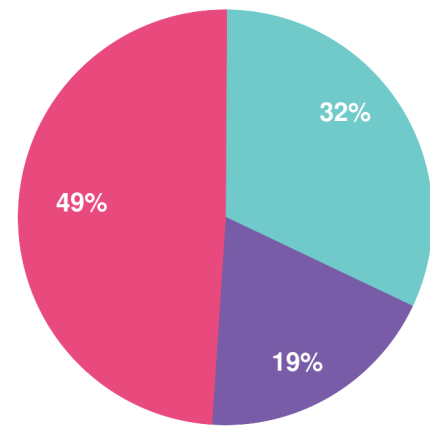
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# Company Size

by reviewers

by visitors reading reviews



Large Enterprise      Midsize Enterprise      Small Business

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