

aws marketplace

MetricStream

Reviews, tips, and advice from real users



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Product Recap



MetricStream

MetricStream Recap

MetricStream is a cloud-based platform providing robust audit, compliance, and risk management tools. Users enjoy features like mobile interfaces and centralized risk libraries, though some report interface flow issues and technical support challenges.

MetricStream stands out for its audit, risk, and compliance capabilities, delivering customizable and standardized risk management across departments. Its comprehensive dashboards and reporting tools streamline compliance processes, reducing planning time and breaking down silos. Though described as a pricier option, it efficiently integrates risk elements and supports users with mobile interfaces and cloud availability. Areas for improvement include enhancing security integration, improving interface flow, and boosting support services, particularly from India.

What features does MetricStream offer?

- **Mobile-Friendly Interfaces:** Provides easy access to risk and compliance tools on mobile devices.
- **Cloud Availability:** Ensures scalability and data accessibility across regions.
- **Comprehensive Dashboards:** Offers detailed insights for compliance and audit processes.
- **Centralized Risk Libraries:** Facilitates standardized risk management across departments.
- **Robust Reporting Tools:** Enhances governance with detailed reports and analytics.

What benefits can users find in MetricStream reviews?

- **Reduces Silos:** Streamlines processes and improves communication across departments.
- **Saves Planning Time:** Offers efficient audit process management and compliance adherence.
- **Efficient Integration:** Combines risk elements effectively for comprehensive governance.

System integrators utilize MetricStream in audit and risk management, focusing on template preparation and UI testing. They assemble components like Lego pieces, but face challenges with larger solutions requiring developer participation for code alterations. Initial implementation is often delayed by India-based technical support, impacting operations. Enterprise and Operations Risk Management are commonly employed with MetricStream, highlighting its industry relevance.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “MetricStream's best features include its ease of use, compliance program, TPRM, audit management, and implementation effort, and it delivers strong ROI as an enterprise-wide GRC platform with value realized through automation, reduced compliance effort, improved visibility, and efficient auditing.”



Chaitanyap Chaitanyap

Senior GRC Analyst at a tech services company with 11-50 employees

- ✓ “MetricStream positively impacts our organization significantly by saving costs and enhancing our risk and compliance maturity.”



Verified user

GRC Senior Manager at a tech vendor with 10,001+ employees

- ✓ “MetricStream was truly beneficial, easing the lives of everyone, including auditors and auditees, reinforcing its overall usefulness.”



Verified user

Deputy Manager at a construction company with 10,001+ employees

- ✓ “For our client, MetricStream made the audits incredibly efficient, and in real time, I could provide the status of the audit to stakeholders, indicating which controls had deviations, which control was pending, and who it was pending on.”



Verified user

Student at a university with 501-1,000 employees

- ✓ “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 definitely impacts my organization positively because it is very useful and offers low-code utilities to configure all components, allowing team members to complete tasks quickly.”



Deepakbishoyi Bishoy

Medicine Specialist at a consultancy with 51-200 employees



“MetricStream has impacted my organization positively as it helps implement the main QMS modules through this platform only: change control, deviation, and CAPA implementation, as I explained earlier.”



Rajeshkumar Pathlavath

Quality Management at a pharma/biotech company with 10,001+ employees

What users had to say about valuable features:

“MetricStream's best features include its ease of use, compliance program, TPRM, audit management, and implementation effort. It effectively handles large data volumes and provides good workflow capabilities with decent reporting flexibility and a better user interface.

MetricStream impacts the organization by reducing follow-ups through reminder settings during questionnaire assignments. It automatically sends reminders based on set reminders, fostering trust when configured with the organization's email domain. Metrics improvements like operational efficiency, centralized GRC management, enhanced risk visibility, streamlined compliance, reduced manual efforts, enhanced third-party risk monitoring, improved decision-making with real-time dashboards, and risk analytics follow from automated workflows and issue tracking..”

Chaitanyap Chaitanyap

Senior GRC Analyst at a tech services company with 11-50 employees

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“The best features MetricStream offers include a high degree of customization, allowing you to configure it the way you want for your internal processes, such as creating the org structure or defining processes and sub-processes, with many fields that can be configured on your own. The flexibility it provides is unmatched compared to any other tool in the market, and that flexibility to customize it for your needs stands out as one of the best parts of MetricStream.

“MetricStream has positively impacted our organization by providing significant improvements and time savings, especially for management representations, where reports customized within MetricStream are exceptional. The ability to showcase specific fields in reports eases the management presentation process. Additionally, the system prepares all the documentation for us, allowing us to refer to anything by logging into the system and checking the specific audit, thus making maintenance of documentation far more efficient..”

Verified user

[Read full review](#) 

Deputy Manager at a construction company with 10,001+ employees

“MetricStream offers the best features such as its UI and development utilities that enable developers to complete module development within committed timelines using its built-in functionality.

“One specific tool that makes my work easier is the workflow functionality, which helps define how tasks flow through the module, detailing how tasks are allocated to stakeholders while simplifying the process.

“MetricStream definitely impacts my organization positively because it is very useful and offers low-code utilities to configure all components, allowing team members to complete tasks quickly.

“It helps my organization with time management and ensures compliance with timelines, enabling us to operate efficiently within committed periods..”

Deepakbishoyi Bishoy

Medicine Specialist at a consultancy with 51-200 employees

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“MetricStream offers many inbuilt modules that require less customization, especially with risk management, controls, and issue management modules reflecting current industry needs including vulnerability management and DR tests.

“The inbuilt modules, such as risk management, controls, and issue management, make my work easier and more efficient by providing a complete picture of the assessment process, effectively tracking risks and exceptions during entity assessments conducted yearly or quarterly, and automating the flow of issues into issue management.

“MetricStream has positively impacted my organization by improving compliance, as previously processes were maintained in Excel sheets shared across the organization, but now it has centralized access for users.

“Centralizing those processes has reduced errors and made audits faster while improving collaboration, as reviewers can log in at any point to see pending actions and who is responsible for them without the confusion of shared Excel sheets..”

Verified user

[Read full review](#) 

Software Engineer at a tech vendor with 10,001+ employees

“The best features of MetricStream include its centralized application that connects all the different GRC use cases under one roof. It is a plug-and-play tool where after purchasing the GRC product from MetricStream, you receive all the industry standard workflows, requiring a minimal amount of effort to configure or customize the workflows, which typically varies between 10 to 20 percent of the total effort. The beauty of the product lies in its out-of-box solution workflows from MetricStream, which can be integrated with other enterprise GRC solutions under MetricStream.

MetricStream positively impacts our organization significantly by saving costs and enhancing our risk and compliance maturity. As a FinTech operating under heavy regulatory requirements, we require a stringent risk and compliance framework, and MetricStream helps us achieve our target state easily. Each year, we conduct numerous cycles for Risk and Control Assessment, and before implementing MetricStream, it took around three to four months to complete the Risk and Compliance Assessment with a lot of manual activities. Now, with the help of MetricStream, we complete the Risk and Compliance Assessment in approximately 30 to 40 days without a lot of manual follow-ups. It has become a business-as-usual process for us, leading to many improvements in managing critical issues and control testing and assurance. As a highly regulated entity, we meticulously manage our control lifecycle, and MetricStream has streamlined this process effectively, helping us progress in maturity and yielding visible benefits across our risk and compliance posture..”

Verified user[Read full review](#) 

GRC Senior Manager at a tech vendor with 10,001+ employees

“One major thing about MetricStream is its alerting, which was much better than the tool called Resolver GRC, where it not only provided dashboards or the status of the audits, but I could also attach evidences. In that way, evidences are not lost in emails for the audit; they are entirely within the tool.

“The best features that MetricStream offers for the automation of audits include the alerting system and the ability to attach evidence. These two things are what I found to be among the best.

“The evidence attaching system, in the absence of it, would have required sending the evidence in an email, which would result in a file sitting on the desktop. However, with the evidence attaching system, the file is now within the tool, so it is on the cloud. This way, one never faces issues if someone loses their laptop or if data corruption occurs; you still have access to the evidence of the audit period. It is not dependent on any person anymore. It is very easy to track back on the status of the audit since the application is in the cloud, and all the data is not shared via email, making it much more secure. The alerting system keeps the auditors informed about when an audit is pending, what the timeline is, so they understand their responsibility and are able to efficiently respond.

“For our client, MetricStream made the audits incredibly efficient. In real time, I could provide the status of the audit to stakeholders, indicating which controls had deviations, which control was pending, and who it was pending on. It helps in bringing responsibility and ownership to a person, making it much more efficient and faster to conduct audits and understand audit status. Instead of having to hold status calls, with MetricStream, you could just log on, look at the dashboard, and understand where you are in meeting your targets.

“There were definitely fewer daily status meetings required after implementing MetricStream; only a weekly status meeting was needed, which involved a walkthrough of the dashboard and what had been done. Overall, the audit time became much more efficient because it was now a nine to five process without last-minute sign-offs at midnight or one day before the audit..”

Verified user

Student at a university with 501-1,000 employees

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Other Solutions Considered

“It was our first foray into automation within the organization, having previously relied on a manual process, and MetricStream is the first GRC tool we introduced..”

Verified user

Deputy Manager at a construction company with 10,001+ employees

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“I joined a company where MetricStream was already in use, so I transitioned directly to it without previously using another solution, though I have experience with RSA Archer..”

Verified user

Software Engineer at a tech vendor with 10,001+ employees

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“We evaluated alternatives such as IDEA and Pentana, a UK-based company, but found the flexibility in MetricStream to be far superior to Pentana, which had limitations such as only the audit module, making MetricStream a clear choice for its broader utility across our teams..”

Verified user

Deputy Manager at a construction company with 10,001+ employees

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“We evaluated Archer GRC and ServiceNow but found that MetricStream's out-of-box use cases aligned more closely with our business use case, which is why we chose to implement MetricStream as it minimized our customization expenses..”

Verified user

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GRC Senior Manager at a tech vendor with 10,001+ employees

“Before selecting MetricStream, we evaluated other GRC platforms such as ServiceNow GRC, Archer, and SAP GRC based on scalability, compliance capabilities, workflow flexibility, and integration. I think MetricStream is a stable platform for managing enterprise compliance, supporting NERC standard requirements, audit, evidence management, and regulatory workflows reliably at PG&E..”

Verified user

[Read full review](#) 

Business Analyst at a energy/utilities company with 10,001+ employees

“Before choosing MetricStream, I evaluated other options like OneTrust and ServiceNow GRC due to their functionalities in IT management, TPRM, and risk management. I considered multiple tools such as AuditBoard, OneTrust, ServiceNow GRC, RSA Archer, LogicGate, and HighBond, but MetricStream is more user-friendly in terms of accessing modules and navigation..”

Chaitanyap Chaitanyap

Senior GRC Analyst at a tech services company with 11-50 employees

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ROI

Real user quotes about their ROI:

“I have seen a return on investment primarily through user cleanup processes that reduced unnecessary licenses and saved money after customizing the system to track user activity..”

Verified user

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Software Engineer at a tech vendor with 10,001+ employees

“I definitely saw a return on investment; there was a lesser number of audit headcount required, which saved us money and time on audits. Overall, it helped us because I reduced the number of headcount and used MetricStream instead, and the number of hours I needed was less, with no overtime required..”

Verified user

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Student at a university with 501-1,000 employees

“MetricStream delivers measurable return on investment by reducing manual compliance activities, improving audit readiness, and streamlining evidence management. At PG&E, we observe approximately a thirty-five percent reduction in manual effort due to workflow automation and centralized documentation, which leads to faster evidence retrieval, improved remediation tracking, and better visibility into compliance status. Therefore, I see a positive and substantial return on investment..”

Verified user

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Business Analyst at a energy/utilities company with 10,001+ employees

“I have seen a return on investment with MetricStream as it reduces manual effort, improves audit efficiency, lowers compliance costs, and increases risk visibility and vendor risk management. Organizations with multiple business units benefit from using MetricStream, especially for managing several regulatory frameworks and replacing multiple GRC tools and spreadsheets. It delivers strong ROI as an enterprise-wide GRC platform with value realized through automation, reduced compliance effort, improved visibility, and efficient auditing. The ROI typically spans one to three years depending on the scope, adoption, and maturity level of GRC programs..”

Chaitanyap Chaitanyap

[Read full review](#) 

Senior GRC Analyst at a tech services company with 11-50 employees

“Using MetricStream helped us save 15 to 20 days of documentation and collation for management representation since all information is ready in the system. Instead of searching through files, we just generate a report and present it for management inputs or feedback.

“Regarding return on investment, I know it was used across teams for risk and compliance modules, providing a consolidated view of its usefulness, but since I was not part of those discussions, I cannot provide specific metrics..”

Verified user[Read full review](#) 

Deputy Manager at a construction company with 10,001+ employees

“There is a measurable return on investment since we have reduced the time for Risk and Control Assessment from three to four months to approximately 30 to 40 days, which lowers costs significantly. Previously, many people were involved in the Risk and Control Assessment activity, but now it is a system-driven business-as-usual activity, saving a lot of costs and reducing time investment. Moreover, it streamlines the Risk and Control Assessment process with a solid end-to-end structure where team members understand their responsibilities clearly after logging into the tool. This brings tremendous cost optimization and reduces noise during the RCA cycle significantly after implementing MetricStream.

There is a strong return on investment. After implementing MetricStream, we have improved our costs because we have automated many reports, workflows, and other tasks through MetricStream..”

Verified user[Read full review](#) 

GRC Senior Manager at a tech vendor with 10,001+ employees

Use Case

“My main use case for MetricStream involves the change control module, deviation module, and investigation modules.

“In the pharmaceutical organization I work in, for any change in procedure, we can raise a change control in MetricStream. It will involve multiple department personnel and multiple heads to get the approval. Only after approval can we go for the implementation of that change. For a deviation, any abnormal or unprocedural event can be addressed through the deviation module. The deviation will be routed through multiple people for the investigation. After the investigation, we can review the CAPA and implement the appropriate CAPA..”

Rajeshkumar Pathlavath

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Quality Management at a pharma/biotech company with 10,001+ employees

“MetricStream is utilized for property risk management by creating a workflow for TPRM. Assessments are assigned to the internal risk questionnaires created for business users. Business owners fill out the internal questionnaire, and upon approval, the auto workflow triggers, sending the Siglite questionnaire to third-party risk management. Vendors fill the DDQ, attach certifications, documents, and policy procedures, and submit it once completed for review.

Interactions with MetricStream occur through dedicated resources to handle documents like DDQs when workflows fail, or questionnaires need updating. Changes can be made from the sandbox, but vendor consultancy is needed for production implementation..”

Chaitanyap Chaitanyap

Senior GRC Analyst at a tech services company with 11-50 employees

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“My main use case for MetricStream is internal audits.

“I use MetricStream for internal audits by having modules in a bank where I have deployed basic GRC controls to test work papers and then issue management. When any exceptions arise during the assessment of particular entities, those exceptions trigger as issues which then flow down to audits for further conduct.

“Everything about my main use case for MetricStream fits into our audit process. For example, when we do a disaster recovery test, if it fails, it gets logged in MetricStream, and approvals for exceptions are tracked along with the identified root causes to perform retests based on availability and schedules..”

Verified user

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Software Engineer at a tech vendor with 10,001+ employees

“MetricStream is primarily used as a GRC platform, with most banking and non-banking sectors utilizing it for internal audit, third-party risk management, and compliance management, making it a valuable platform for all auditing needs.

“Recently, I implemented the internal audit module for one of my clients, which helps auditors work on daily activities without needing to rely on paperwork, allowing them to complete tasks directly on the web.

“This is the main use case for the client, and I have also made some modifications based on client requirements, utilizing very useful objects such as forms and data objects. I appreciate that MetricStream has a user-friendly UI, making it enjoyable to work with..”

Deepakbishoyi Bishoy

Medicine Specialist at a consultancy with 51-200 employees

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“MetricStream is the enterprise GRC tool for LSEG, and we are using eight different solutions from MetricStream as part of LSEG. We are using RCA, Risk and Compliance Assessment, Control Management, Issue Management, and the Third-Party Risk Management module. Along with that, we are also using Business Continuity Management, Policy Management, and Operational Resilience Management as part of MetricStream use case.

The entire Enterprise GRC in LSEG has been implemented, and we are using another seven modules apart from RCA in MetricStream. We have Control Management, Third-Party Risk Management, BCM, Operational Resilience, and Issue Management. All these modules have been implemented in the same way I explained for RCA at LSEG. Each module has been purchased as an out-of-box solution from MetricStream, and we have done around 20 to 25 solution customizations for each module to ensure that the out-of-box solutions are configured as per LSEG need. GRC is not an individual siloed application, so whenever we are using RCA, BCM, Third-Party Risk Management, or Incident Management, all solutions are integrated. The beauty of any GRC platform is that all these solutions sit under a common umbrella, allowing their data and use cases to communicate. Similarly, MetricStream has been integrated with our internal applications in LSEG, communicating via a centralized data lake where all data related to Risk Control, TPRM, and BCM is sent. Other third-party applications pull data from the centralized data lake, creating an end-to-end workflow across LSEG where data can be sent to and fro via the data lake..”

Verified user[Read full review](#) 

GRC Senior Manager at a tech vendor with 10,001+ employees

“My main use case for MetricStream is the audit module within it. I was working for a company that implemented an audit framework, and then I was on one of the client's sides where I was using that developed framework. From a client side perspective, we usually look out for whether the audit structure that we need to develop, as part of our internal process, has been properly configured within MetricStream.

“The org structure includes all your entities, where the primary one would be your organizations, and within that, the hierarchy consists of all the processes to be audited, having further sub-processes defined. We also require a frequency developed in MetricStream to schedule the audits, ensuring that they can trigger that an audit needs to be performed at particular frequencies, and when the audit has been performed, it has been scoped in for the processes that have been configured. We used to develop the scope of the audit within MetricStream, with audit fieldwork happening outside, but further, all the testing done with the ready framework called Objective Risk Control testing framework, we have the objectives defined for verifying particular scope items and against that, what is the inherent risk we are looking at. We also see the controls that are there in place, and validating those controls would provide our test results, along with end-to-end documentation of that entire flow. If we identify any issues during testing, we flag them and mark particular stakeholders for each issue, requiring those stakeholders to log into MetricStream and respond to those issues, which is facilitated by an inbuilt workflow for approval and tracking for the audit issues with due dates configured, providing a brief overview of the end-to-end process for the audit module we have used in MetricStream.

“MetricStream has been quite helpful, as it ultimately automates my process, reducing manual intervention, with a repository where everything is maintained under one place. If I need an overview of any audit, including issues, stakeholders, and resolutions, I have everything consolidated in one place, making it a foolproof process. MetricStream was truly beneficial, easing the lives of everyone, including auditors and auditees, reinforcing its overall usefulness..”

Verified user[Read full review](#) 

Deputy Manager at a construction company with 10,001+ employees

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.

“We follow the training guide provided by MetricStream, and we are able to integrate it easily with our systems and data sources, although we did encounter some initial bottlenecks, which we resolved and moved forward..”

Verified user

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Business Analyst at a energy/utilities company with 10,001+ employees

“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

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

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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“Our experience with customer support through the vendor during implementation was positive, with satisfactory support, provided we had defined SLAs to outline response times and handling of issues accordingly..”

Verified user

Deputy Manager at a construction company with 10,001+ 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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“The customer support is great. They assist with all initial questions and if any glitches occur, they are prompt in helping us understand how to configure things. Additionally, when needed, they help set up additional training to walk us through demos of each module to help us make the best use of MetricStream for our organization's needs..”

Verified user

Business Analyst at a energy/utilities company with 10,001+ employees

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“The customer support is very good, as I have not encountered issues because the offshore team is always available to help when needed.

“I would rate the customer support on a scale of 1 to 10 as a nine..”

Verified user

Software Engineer at a tech vendor with 10,001+ 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

“While I have not personally used MetricStream's AI capabilities, I trust that if they have implemented such features, they would meet expectations since I have had a positive experience with them otherwise.

“My advice to others considering MetricStream is that it is a useful product, and I fully recommend it based on our good experience. Investing time and resources into it yields benefits for the organization.

“My experience with MetricStream has been satisfactory, and I do not have concerns about continuing forward with it. I urge others to explore its full potential to ensure balanced ROI. My review rating for MetricStream is 9 out of 10..”

Verified user

Deputy Manager at a construction company with 10,001+ employees

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“My advice to others looking into using MetricStream is that it is not a user-friendly application.

“I would rate MetricStream a three out of ten because it was not troubleshooting the issue. Due to this, it was causing us to miss the KPIs for all issues like CAPAs, deviation investigations, and everything. So the organization will be impacted.

“Regarding MetricStream's AI capabilities, I find that the accuracy is good, but overall it is not good.

“For five years I was working with pricing, setup cost, and licensing for MetricStream.

“My overall rating for MetricStream is three out of ten..”

Rajeshkumar Pathlavath

Quality Management at a pharma/biotech company with 10,001+ employees

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“MetricStream is deployed as an on-premises solution in my organization.

“MetricStream's AI compatibility is definitely useful for upcoming projects and governance security, which will be beneficial for future features.

“I believe that the accuracy and reliability of MetricStream's AI capabilities will enhance its features, leveraging a good team for backup resources.

“MetricStream offers compatibility for all organizations needing compliance and GRC utilities for effective governance and management, and it features many powerful functionalities.

“I rate this review as a 9 overall..”

Deepakbishoyi Bishoy

Medicine Specialist at a consultancy with 51-200 employees

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“For any customization, a development effort is necessary. It is not very complex, but it is not just a no-code, low-code solution. You need some degree of development effort, requiring the hiring of developers to customize the solution, unlike other no-code, low-code solutions that do not necessitate any developers. In summary, while you need some development effort to customize the solution, it is less complex compared to other heavily customized solutions.

Apart from that, this solution has a defined workflow and a notification system, along with all the features expected from a modernized GRC solution. You do need to spend some effort for customization and some development resources, but the new version of the solution called Euphrates, specifically Euphrates two, supports AI modernization efforts. If you have the latest version of MetricStream, you can build AI functionalities on top of the GRC platform. MetricStream is adopting many AI features compared to other GRC vendors in the market, which is a notable strength.

Before using MetricStream GRC tool, it is essential to understand your actual business use case. Do not purchase any solution blindly; instead, ensure that MetricStream GRC solution aligns with your needs. For example, if you want to implement the control management module, you must assess whether your current control testing processes align with what MetricStream offers and how much customization is necessary.

I would rate this product a 7 out of 10..”

Verified user

GRC Senior Manager at a tech vendor with 10,001+ employees

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“I rate MetricStream an 8 or 8.5 because it has strong areas in TPRM, internal audit, compliance, risk management, reporting, dashboard customization, workflow automation, user experience, and overall enterprise GRC capabilities.

I chose the number 8 or 8.5 because the implementation speed is not up to the mark. Considering areas like enterprise risk management (rating 9), compliance management (rating 9), TPRM (rating 9), internal audit (rating 8.5), workflow and automation (rating 9), customization (rating 9.5), reporting and dashboard (rating 8), user experience (rating 7), and ease of administration (rating 7), while implementation speed averages around 5 to 6, MetricStream is a strong enterprise-grade GRC platform for larger organizations with mature risk and compliance programs.

Regarding MetricStream's AI capabilities, the platform excels at using AI to enhance risk, compliance, audit, and TPRM processes, but AI should be viewed as an accelerator rather than the primary reason to choose MetricStream. The core strength is its comprehensive enterprise GRC functionality, with AI capabilities rated at 7 or 8. AI helps identify risks and trends across large data sets, supports risk prioritization and faster decision-making, improves compliance monitoring, enhances third-party risk assessments, and provides sophisticated dashboards with executive-level insights.

MetricStream's AI capabilities effectively assist GRC teams, though the accuracy and usefulness of outputs heavily depend on the quality of well-structured data. The accuracy is rated at 7 or 7.5. While AI can automate tasks, human decision-making is indispensable for regulatory interpretations, risk acceptance decisions, and audit conclusions.

My advice for others considering MetricStream is to use it if you need a scalable enterprise GRC solution with the resources for implementation and governance. Keep configurations simple, invest in user training, and avoid unnecessary customization for long-term success. I rate MetricStream an overall 8 out of 10..”

Chaitanyap Chaitanyap

Senior GRC Analyst at a tech services company with 11-50 employees

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“Overall, the API integrations of MetricStream were very good, and I did not face any issues, so it was good.

“I did not face any major challenges when customizing MetricStream to fit my organization's needs. The only point was that pre-built templates were absent, which led to a little bit of a learning curve. The good news was that I could customize it very well, so overall, the customization experience was good.

“The reporting capabilities of MetricStream were amazing. The dashboards that I created for audits and the reports produced were very good. However, overall, the product did not have analytical capabilities at that time.

“The user interface and user experience of MetricStream were intuitive and easy to use.

“When I worked with MetricStream, the AI capabilities did not exist because I used MetricStream from 2011 to 2013, during which it did not have any artificial intelligence capabilities.

“At the time I worked on MetricStream, AI capabilities were not in place, so I could not provide details about its accuracy and reliability of output.

“In the era of different GRC tools available, my advice is that MetricStream is much more reliable because it has been around for a long time and has provided good support to everyone requiring it since the old days. Therefore, it is a reliable tool. I would rate this review overall a seven out of ten..”

Verified user

Student at a university with 501-1,000 employees

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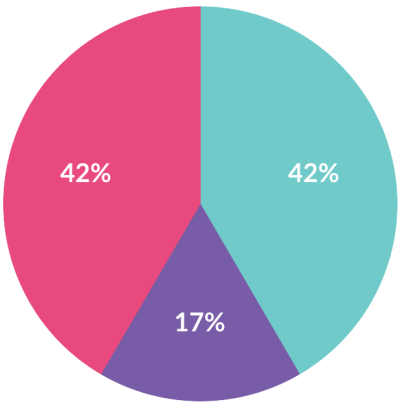
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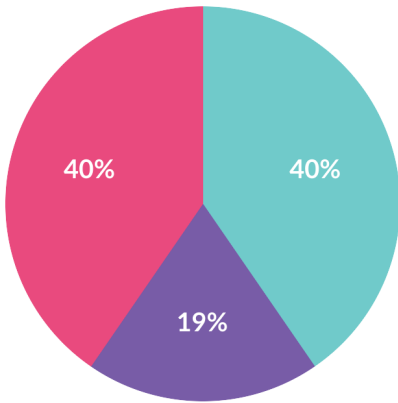
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Company Size

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Large Enterprise Midsize Enterprise Small Business

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PeerSpot is the leading review site for cloud, AI, and business software. We created PeerSpot to provide a trusted platform to share information about software, applications, and services. Since 2012, over 22 million people have used PeerSpot to choose the right software for their business.

PeerSpot helps tech professionals by providing:

- A list of products recommended by real users
- In-depth reviews, including pros and cons
- Specific information to help you choose the best vendor for your needs

Use PeerSpot to:

- Read and post reviews of products
- Access over 30,000 buyer's guides and comparison reports
- Request or share information about functionality, quality, and pricing

Join PeerSpot to connect with peers to help you:

- Get immediate answers to questions
- Validate vendor claims
- Exchange tips for getting the best deals with vendor

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