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The Forrester Wave™: Governance, Risk, And Compliance Platforms, Q1 2020

The 12 Providers That Matter Most And How They Stack Up

by Alla Valente and Renee Murphy
March 9, 2020 | Updated: March 9, 2020

Why Read This Report

In our 22-criterion evaluation of GRC platform providers, we identified the 12 most significant ones — Enablon; Galvanize; IBM; LogicManager; MetricStream; NAVEX Global; Riskonnect; RSA, a Dell Technologies Company; SAI Global; SAP; ServiceNow; and Workiva — and researched, analyzed, and scored them. This report shows how each provider measures up and helps risk and compliance professionals select the right one for their needs.

Key Takeaways

Galvanize, ServiceNow, And LogicManager Lead The Pack

Forrester's research uncovered a market in which Galvanize, ServiceNow, and LogicManager are Leaders; Workiva, IBM, Riskonnect, SAI Global, NAVEX Global, and MetricStream are Strong Performers; RSA — a Dell Technologies Company and SAP are Contenders; and Enablon is a Challenger.

Artificial Intelligence, Usability, And Customer Success Are Key Differentiators

As businesses demand greater visibility and agility to respond quickly to changing market dynamics and evolving threats, the leading GRC platforms leverage artificial intelligence, machine learning, and natural language processing capabilities to digitally transform risk and compliance. Vendors that prioritize platform usability, facilitate user adoption, and excel at helping customers become successful in managing risk and compliance position themselves not merely as vendors but as strategic partners.

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The 12 Providers That Matter Most And How They Stack Up

by Alla Valente and Renee Murphy
with Amy DeMartine, Matthew Flug, and Peggy Dostie

March 9, 2020 | Updated: March 9, 2020

Table Of Contents

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March 9, 2020 | Updated: March 9, 2020

The Forrester Wave™: Governance, Risk, And Compliance Platforms, Q1 2020
The 12 Providers That Matter Most And How They Stack Up

GRC Platforms Must Help Firms Keep Up With The Pace Of Innovation

Change is the only constant for firms that have integrated digital technology into all areas of their business, fundamentally changing how they operate and deliver value to customers, stakeholders, and employees. Firms that can exploit the speed of innovation are able to explore new business opportunities. However, these new business opportunities also create new risks. Those that maintain the status quo and respond rather than anticipate will struggle to keep up with the proliferation of new and evolving threats to their business.

Gone are the days when GRC was a compliance-driven cost center and platforms required extensive customization and an army of consultants and had multiyear deployments and million-dollar price tags. Compliance is no longer a static set of requirements, and risks evolve at unprecedented speed. GRC platforms must become agents of change, enabling risk professionals to manage the array of data points and processes required to meet their organization's risk and compliance needs, at scale, and at the pace of innovation in the business.

As a result of these trends, GRC customers should look for providers that:

› **Leverage artificial intelligence, machine learning, and predictive analytics.** Among GRC platforms, AI and predictive are on the roadmap for some, but a reality for others. Leaders in this space have meaningfully tapped into artificial intelligence, machine learning, and predictive analytics to seek out and include disparate data, identify patterns and irregularities, and model the interconnectedness across risk domains. These technologies are better positioned to help end users nimbly align risk efforts with business performance and accelerate digital transformation.

› **Employ user-centric strategies across the board.** For years, GRC vendors had a strategy of enabling a broad set of capabilities that required customization to tailor the platform to the individual characteristics of each firm they sold to. Today, risk managers push vendors to prioritize their user experience with user-friendly functionality and to follow a strategy that engenders their loyalty and trust. Some usability features include in-platform resources, natural language processing (NLP)-powered chatbots to answer questions, mobile applications that turn photos into PDF documents, visual workflow editors, and dashboards that launch into presentation mode. In addition, end users don't just want technical support, and they expect vendors to leverage their expertise and experiences with other customers to help them solve common business challenges.

› **Are dedicated to program success beyond deployment.** GRC isn't the short game — a successful platform deployment may seem like the end goal, but it's just the beginning of a longer journey. Look for vendors that are committed to long-term success and have a formal customer success team that can partner with you to create a GRC roadmap, help you articulate the value of your GRC efforts internally, and support you through roadblocks — not simply show up a few months before renewal. Some vendors in the market even go as far as to connect customers with others who are experiencing or have experienced similar challenges.

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The Forrester Wave™: Governance, Risk, And Compliance Platforms, Q1 2020
The 12 Providers That Matter Most And How They Stack Up

March 9, 2020 | Updated: March 9, 2020

Governance, Risk, And Compliance Platforms Evaluation Summary

The Forrester Wave™ evaluation highlights Leaders, Strong Performers, Contenders, and Challengers. It's an assessment of the top vendors in the GRC market today and does not represent the entire vendor landscape. You'll find more information about this market in our reports on GRC.[1]

We intend this evaluation to be a starting point only and encourage clients to view product evaluations and adapt criteria weightings using the Excel-based vendor comparison tool (see Figure 1 and see Figure 2). Click the link at the beginning of this report on Forrester.com to download the tool.

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The Forrester Wave™: Governance, Risk, And Compliance Platforms, Q1 2020
The 12 Providers That Matter Most And How They Stack Up

March 9, 2020 | Updated: March 9, 2020

FIGURE 1 Forrester Wave™: Governance, Risk, And Compliance Platforms, Q1 2020

THE FORRESTER WAVE™

Governance, Risk, And Compliance Platforms

Q1 2020

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The Forrester Wave™: Governance, Risk, And Compliance Platforms, Q1 2020
The 12 Providers That Matter Most And How They Stack Up

March 9, 2020 | Updated: March 9, 2020

FIGURE 2 Forrester Wave™: Governance, Risk, And Compliance Platforms Scorecard, Q1 2020

	Forrester's weighting	Enablon	Galvanize	IBM	LogicManager	MetricStream	NAVEX Global
Current offering	50%	1.70	4.52	3.21	3.17	2.83	2.65
Risk and control management	12%	1.00	5.00	1.00	5.00	3.00	3.00
Document management	5%	1.00	5.00	3.00	3.00	3.00	5.00
Policy management	5%	1.00	3.00	3.00	5.00	3.00	5.00
Audit management	5%	1.00	5.00	5.00	3.00	5.00	3.00
IT risk management	9%	1.00	5.00	3.00	5.00	3.00	3.00
Third-party risk management	9%	3.00	3.00	3.00	3.00	3.00	3.00
Risk scoring	12%	1.70	5.00	4.80	1.70	1.90	1.70
Workflow	10%	3.40	4.60	3.40	4.60	2.60	2.60
Mobile app	5%	5.00	5.00	0.00	0.00	1.00	0.00
Dashboards and reports	10%	1.00	5.00	5.00	1.00	1.00	1.00
Preconfigured and custom integration	10%	1.00	5.00	5.00	3.00	5.00	3.00
End user experience	8%	1.00	3.00	1.00	3.00	3.00	3.00
Strategy	50%	1.50	4.64	3.07	4.00	2.45	3.00
GRC vision	10%	1.00	5.00	3.00	3.00	1.00	3.00
Go-to-market strategy	10%	1.00	3.00	1.00	3.00	3.00	3.00
Product roadmap and execution strategy	20%	1.00	5.00	5.00	5.00	1.00	5.00
Onboarding and implementation	20%	1.00	5.00	1.00	5.00	1.00	1.00
Customer retention strategy	5%	3.00	5.00	3.00	3.00	3.00	3.00
Product resources	15%	1.00	3.90	2.10	4.30	3.30	3.00
Partnerships	20%	3.00	5.00	5.00	3.00	5.00	3.00
Market presence	0%	2.70	4.35	3.20	2.05	4.00	4.60
Revenue growth	45%	3.00	4.00	3.00	1.00	4.00	5.00
Internal GRC resources	35%	1.00	5.00	3.00	4.00	4.00	5.00
Global presence	20%	5.00	4.00	4.00	1.00	4.00	3.00

All scores are based on a scale of 0 (weak) to 5 (strong).

FOR SECURITY & RISK PROFESSIONALS

The Forrester Wave™: Governance, Risk, And Compliance Platforms, Q1 2020
The 12 Providers That Matter Most And How They Stack Up

March 9, 2020 | Updated: March 9, 2020

FIGURE 2 Forrester Wave™: Governance, Risk, And Compliance Platforms Scorecard, Q1 2020 (Cont.)

	Forrester's weighting	Riskonnect	RSA	SAI Global	SAP	ServiceNow	Workiva
Current offering	50%	3.08	2.35	2.80	2.62	3.94	2.86
Risk and control management	12%	3.00	3.00	3.00	1.00	5.00	3.00
Document management	5%	3.00	3.00	3.00	3.00	3.00	5.00
Policy management	5%	5.00	3.00	5.00	3.00	5.00	3.00
Audit management	5%	3.00	3.00	5.00	5.00	3.00	3.00
IT risk management	9%	3.00	5.00	3.00	3.00	3.00	3.00
Third-party risk management	9%	3.00	1.00	1.00	3.00	3.00	1.00
Risk scoring	12%	1.70	1.40	1.70	3.70	3.20	2.80
Workflow	10%	3.00	3.00	3.40	1.40	4.20	2.60
Mobile app	5%	1.00	1.00	1.00	3.00	5.00	3.00
Dashboards and reports	10%	5.00	1.00	1.00	3.00	5.00	3.00
Preconfigured and custom integration	10%	5.00	3.00	5.00	3.00	3.00	3.00
End user experience	8%	1.00	1.00	3.00	1.00	5.00	3.00
Strategy	50%	3.18	2.54	2.98	1.51	4.66	4.21
GRC vision	10%	3.00	3.00	3.00	1.00	5.00	3.00
Go-to-market strategy	10%	3.00	1.00	1.00	1.00	5.00	5.00
Product roadmap and execution strategy	20%	3.00	1.00	3.00	1.00	5.00	5.00
Onboarding and implementation	20%	3.00	3.00	3.00	1.00	5.00	5.00
Customer retention strategy	5%	5.00	1.00	3.00	1.00	3.00	5.00
Product resources	15%	3.50	4.60	4.20	1.70	3.40	3.70
Partnerships	20%	3.00	3.00	5.00	3.00	5.00	3.00
Market presence	0%	3.35	3.45	4.30	3.60	3.65	4.20
Revenue growth	45%	3.00	4.00	5.00	5.00	4.00	5.00
Internal GRC resources	35%	4.00	3.00	3.00	1.00	3.00	5.00
Global presence	20%	3.00	3.00	5.00	5.00	4.00	1.00

All scores are based on a scale of 0 (weak) to 5 (strong).

FOR SECURITY & RISK PROFESSIONALS

March 9, 2020 | Updated: March 9, 2020

The Forrester Wave™: Governance, Risk, And Compliance Platforms, Q1 2020
The 12 Providers That Matter Most And How They Stack Up

Vendor Offerings

Forrester included 12 vendors in this assessment: Enablon; Galvanize; IBM; LogicManager; MetricStream; NAVEX Global; Riskonnect; RSA, a Dell Technologies Company; SAI Global; SAP; ServiceNow; and Workiva (see Figure 3). We invited Sword GRC to participate in this Forrester Wave, but they chose not to participate, and we could not make enough estimates about their capabilities to include them in the assessment as nonparticipating vendors.

FOR SECURITY & RISK PROFESSIONALS

March 9, 2020 | Updated: March 9, 2020

The Forrester Wave™: Governance, Risk, And Compliance Platforms, Q1 2020
The 12 Providers That Matter Most And How They Stack Up

FIGURE 3 Evaluated Vendors And Product Information

Vendor	Product evaluated	Product version evaluated
Enablon	Risk Management, Internal Audit, Internal Control, Incident Management, Business Continuity, Audit Management, Regulatory Compliance, Supply Chain Management, Action Plans	Version 8.10
Galvanize	HighBond	HighBond, deployed as SaaS solution with weekly code updates Rsam 9.2 ACL Robotics 14.1
IBM	IBM OpenPages with Watson	Version 8.1
LogicManager	LogicManager	V19
MetricStream	MetricStream M7 GRC Platform	M7
NAVEX Global	Lockpath	Lockpath 5.3 Release 2
Riskonnect	Riskonnect Integrated Risk Management	RK 2019.3
RSA, a Dell Technologies Company	RSA Archer Suite	6.7
SAI Global	SAI360	SAI360 2019.2
SAP	SAP governance, risk, and Ccmpliance solutions include: SAP Process Control SAP Risk Management SAP Audit Management SAP Business Integrity Screening SAP Regulation Management by Greenlight SAP Enterprise Threat Detection SAP Digital Boardroom SAP Ariba Supplier Risk	SAP Process Control 12.0 SAP Risk Management 12.0 SAP Audit Management 1.3 SAP Business Integrity Screening 1.3 SAP Regulation Management by Greenlight 1.1 SAP Enterprise Threat Detection 2.0 SAP Digital Boardroom 2.0 SAP Ariba Supplier Risk 9.0
ServiceNow	ServiceNow Governance, Risk, and Compliance	
Workiva	Workiva	

FOR SECURITY & RISK PROFESSIONALS

March 9, 2020 | Updated: March 9, 2020

The Forrester Wave™: Governance, Risk, And Compliance Platforms, Q1 2020
The 12 Providers That Matter Most And How They Stack Up

Vendor Profiles

Our analysis uncovered the following strengths and weaknesses of individual vendors.

Leaders

› **Galvanize successfully integrates ACL, Rsam and fortifies the power of its platform.** In a category undergoing consolidation, ACL's acquisition of Rsam proves some things are better together. The HighBond platform combines Rsam's aptitude for collecting and operationalizing data with ACL's powerful analytics and robotics process automation to enable GRC pros to capitalize on digital transformation. HighBond has achieved FedRAMP Moderate authorization. Notwithstanding the sophistication, customers enjoy managing the platform themselves and appreciate Client Partners, the vendor's unique take on customer success that combines guidance, best practices, and access to other customers to help solve similar problems.

The vendor and its product have few weaknesses. However, the new UI hasn't been rolled out across all modules and the third-party risk solution doesn't leverage AI/ML to the same extent as the other use cases. Reference customers seek more functionality for occasional users and a better use of the mobile app.

› **ServiceNow leads in user adoption but pivots to partners for implementation.** ServiceNow has masterfully executed against an aggressive product roadmap, transcending its ITSM roots and making its way onto many RFP shortlists. The vendor is laser focused on driving user adoption and engagement and has designed workflow to contextualize the user experience and delivered built-in features including a mobile app design studio and a natural language processing-enabled virtual agent to make using the platform as easy as possible. ServiceNow takes an active role in helping customers build a GRC strategy and articulate the value of its program within a customer's organization.

Weaknesses include limited implementation experience, as 85% of implementations are delivered by partners, and lack of a premapped content library — users should expect to license from UCF or other external providers. ServiceNow is a good fit for midmarket companies or those looking for a replacement for spreadsheets.

› **LogicManager hits the mark with free, unlimited support but misses on analytics.** Unique among other GRC vendors, LogicManager's approach of no-cost professional services with unlimited support, mentoring, and access to LogicManager University empowers lean GRC teams to be high performers. A subscription includes more than 100 content plug-ins, updated monthly, with templates and best practices docs that are actually useful. Customers enjoy an updated UI, flexible workflow, and strong productivity features like a home tab task list and eLearning capabilities.

FOR SECURITY & RISK PROFESSIONALS

March 9, 2020 | Updated: March 9, 2020

The Forrester Wave™: Governance, Risk, And Compliance Platforms, Q1 2020
The 12 Providers That Matter Most And How They Stack Up

Weaknesses mostly stem from LogicManager's market size and investment tradeoffs between user experience and technology. Relative to other vendors, LogicManager's risk analytics are very lean, and very few of their solutions make use of AI, machine learning, or natural language processing. Reference customers would like to see better/easier reporting across modules and a mobile app.

Strong Performers

› **Workiva finds itself in the GRC market, inconspicuously.** Few have noticed Workiva's slow drift into GRC, including many of its own customers. Quietly, the audit and financial reporting expert has steadily improved risk management capabilities and can currently support all core GRC use cases, although some better than others. Strengths include a multitenant, cloud-native application with no legacy code, ODBC access that strengthens data collaboration, and FedRAMP LI-SaaS authorization. Reference customers describe technical support as exceptional. This platform works best for audit-led GRC programs, as it supports regulatory, financial close, and SEC reporting requirements.

One-third of customers use Workiva's full GRC capabilities, and it's no wonder, as its roadmap and go-to-market strategy are skewed toward roles under the CFO and many out-of-the-box features are most beneficial for internal audit and compliance. For Workiva to compete directly with other vendors in the space, it will need a better UI, more flexible workflow, and better support for risk managers.

› **IBM caters to perceived customer maturity rather than the market readiness for AI.** IBM OpenPages is a solid GRC platform that supports enterprise, operational, and IT risk with good visualization capabilities and a strong partner ecosystem. However, in the decade since IBM acquired OpenPages, aside from an updated UI, the platform has changed little. Considering how IBM built its business on enabling transformation through the power of AI and Watson, the stagnation of OpenPages is an example of the cobbler's children going barefoot. The GRC market is ripe for its own disruption, and IBM has the capability and know-how to deliver, but if it doesn't, vendors eager to innovative will lead the charge.

Despite OpenPages' solid advanced analytics capabilities, AI is not leveraged meaningfully in support of all GRC use cases and not to the same extent as other vendors in this market. Reference customers advocate for a more intuitive interface, both for users and administrators, and a better way to move code from test to production. They also expressed frustration with third-party risk, policy, and document management modules and workflow inflexibility. It's time for IBM to stop catering to a subset of customers and lead this market forward.

› **Riskonnect is strong in true ERM, light on user experience and engagement.** Riskonnect helps customers close the loop on enterprise risk management — integrating a risk management information system (RMIS) offering that supports insurance claims, health and safety, and a variety of GRC use cases. The platform, built on Force.com, is highly configurable, utilizes Salesforce's robust library of connectors to bring in data from other tools, and takes advantage of Domo for

FOR SECURITY & RISK PROFESSIONALS

March 9, 2020 | Updated: March 9, 2020

The Forrester Wave™: Governance, Risk, And Compliance Platforms, Q1 2020
The 12 Providers That Matter Most And How They Stack Up

BI and data visualization. However, the Force.com platform is both a blessing and a curse, as infrequent users find the interface difficult to navigate and Salesforce native fields and views can't be customized.

Weaknesses include an overly tactical vision and a weak go-to-market strategy relative to other vendors. Customers want to see Riskonnect produce more thought leadership, have better customer communications, and offer more opportunities for knowledge sharing.

› **SAI Global's buying spree boosts audit and eLearning, but not reporting or analytics.** SAI Global continues growth through acquisition, with the recent purchase from Nasdaq of regulatory compliance vendor BWise, among the numerous new technologies folded under the SAI Global umbrella. SAI Global continues to be a strong player in traditional GRC use cases like policy management and audit and differentiates by embedding eLearning into the SAI360 platform and integrating with SAP data for audit.

SAI's inability to integrate and fully leverage acquisitions into its core platform is a major weakness for the company. Despite impressions that the recently acquired BWise would be rolled into SAI360, our analysis revealed that under the hood, these are two separate platforms. Although the vendor reports the platforms share content, services, and resources, customers looking for comprehensive GRC capabilities may find themselves with a bespoke combination of components from the two products. If SAI Global doesn't strengthen its product roadmap and go-to-market strategy, the vendor could find itself outpaced by more agile and innovative competitors.

› **NAVEX Global acquires Lockpath for IT GRC but has workflow and reporting gaps.** NAVEX Global aims to be the single provider for ethics, compliance, and risk and acquired GRC vendor, Lockpath, to strengthen risk management. According to NAVEX Global, its vision is to make Lockpath the hub of all risk management activity; however, Forrester's evaluation focused exclusively on the Lockpath platform whose strengths include a robust content library of controls cross-mapped to multiple regulatory frameworks and standards, useful policy templates and best practices, as well as support for mapping of any relevant data points such as mapping an asset to a business continuity plan.

Weaknesses come from customer frustrations that include inherent lack of risk analytics. According to customer references, dashboards and out-of-the-box reporting limitations don't meet the needs of executives. Compared with other vendors, the Lockpath workflow needs attention and, according to customers, should be prioritized on the product roadmap.

› **MetricStream remains comprehensive, but delivery and support issues abound.** MetricStream, a decade-long, dominant market leader, misses the mark with its latest M7 release. However, MetricStream continues to have a comprehensive product offering, wide customer base, robust partner network, and some interesting uses of AI, particularly to recommend remediation based on the type of vulnerability. Nevertheless, at a time when GRC vendors double down on innovation

11

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March 9, 2020 | Updated: March 9, 2020

The Forrester Wave™: Governance, Risk, And Compliance Platforms, Q1 2020
The 12 Providers That Matter Most And How They Stack Up

and usability, MetricStream's M7 platform is good, not great. It's worth noting that recently, the vendor has experienced high management turnover that may impact its ability to deliver on its product roadmap and go-to-market strategy.

MetricStream's weaknesses are surprising given its history of superior customer service. However, customer references expressed frustration over the quality, consistency, and ability of delivery teams. In our evaluation, customers gave the vendor the lowest scores for technical support. Also, the vendor does not maintain its own content but defers to providers like UCF. If MetricStream doesn't fix its issues — and quickly — it will risk losing out to newer, more agile, and more customer-centric vendors in the space.

Contenders

› **RSA offers flexibility for advanced users/admins, complexity for others.** The RSA Archer Suite supports many GRC use cases, but its core IT risk management capabilities are where the product shines. Strengths include RSA Link, a powerful user community, and risk quantification through integration with RiskLens. RSA Archer launched its SaaS offering late last year. As RSA migrates existing customers and onboards new customers to SaaS, it must manage the migration strategy to avoid any availability or performance issues. The product works best for organizations with dedicated, RSA Archer-certified resources to manage the program.

Compared with other vendors, RSA Archer has several weaknesses including its opaque pricing structure that requires customers to license six modules to stand up a third-party risk management use case. The platform doesn't have a control efficacy process, and several features that are native to other platforms, such as personal dashboards or tagging documents as sensitive/confidential, require customization.

› **SAP delivers powerful analytics but only if you use its other products.** SAP solutions for GRC deliver powerful risk management and analytics, but only if you use other SAP backend products. The platform's audit management capabilities are exceptionally strong, and S/4 HANA, its ERP cloud, is exceptional for benchmarking; it also supports a variety of advanced analytics applications, such as a forensics lab for enterprise threat detection, and leverages natural language processing to define rules for continuous controls monitoring or anomaly detection. CISO dashboards were strong.

However, SAP's capabilities in IT GRC and third-party risk don't leverage advanced analytics to the same extent and are far weaker than the others in this evaluation. The vendor does not maintain its own content library and often relies on implementation partners like the Big Four to help customers customize and deploy. This product was among the most expensive in our evaluation.

FOR SECURITY & RISK PROFESSIONALS

March 9, 2020 | Updated: March 9, 2020

The Forrester Wave™: Governance, Risk, And Compliance Platforms, Q1 2020
The 12 Providers That Matter Most And How They Stack Up

Challengers

› **Enablon supports a variety of GRC use cases, but innovation focuses on EHS.** Enablon
continues to be a formidable player in environmental, health, and safety (EHS) but has not
maintained the same level of innovation for its GRC offering in recent years. Enablon's Safe
Operations solution uses the AI capabilities of Enablon Pulse to leverage geolocation data to predict
where a breach might occur and NLP capabilities of Enablon Juno to mine unstructured data in the
platform and make contextual recommendations for action plans. Despite advanced capabilities
of Enablon's EHS solutions, customer references identified an integrated controls module —
particularly between risk and audit — as top capability to prioritize on the product roadmap.

Among the weaknesses of Enablon's GRC solution, customers find the product reporting complex
and dislike that they must rely on consultants to build custom reports and can only upload risk
content by administrators and only in .csv format. Reference customers express frustration that
the platform can only natively connect to documents in other parts of its system and requires
configuration to connect to document management systems and third-party risk intelligence. These
shortcomings have left customers unhappy.

Evaluation Overview

We evaluated vendors against 22 criteria, which we grouped into three high-level categories:

› **Current offering.** These 12 criteria allow us to assess the breadth and depth of each vendor's
GRC platform. Each vendor's position on the vertical axis of the Forrester Wave graphic indicates
the strength of its current offering including its capabilities for risk and control management,
document management, policy management, audit management, IT risk management, third-party
risk management, risk scoring, workflow, mobile app, dashboards and reports, preconfigured and
custom integration, and user experience.

› **Strategy.** Placement on the horizontal axis indicates the strength of the vendors' strategies. Here
we evaluated the vendors' GRC vision, go-to-market strategy, product roadmap and ability to
execute against it, approach to onboarding and implementation, customer retention, product
resources, and partnership strategy.

› **Market presence.** The size of each vendor's bubble on the Forrester Wave graphic represents
its presence in the GRC market, based on its revenue, dedicated resources to support its GRC
vision and strategy, and its presence, which includes resources and local languages capabilities to
support a global customer base.

FOR SECURITY & RISK PROFESSIONALS

The Forrester Wave™: Governance, Risk, And Compliance Platforms, Q1 2020
The 12 Providers That Matter Most And How They Stack Up

March 9, 2020 | Updated: March 9, 2020

Vendor Inclusion Criteria

Forrester included 12 vendors in the assessment: Enablon; Galvanize; IBM; LogicManager; MetricStream; NAVEX Global; Riskonnect; RSA, a Dell Technologies Company; SAI Global; SAP; ServiceNow; and Workiva. Each of these vendors has:

› **Breadth and depth to support a wide range of GRC use cases.** Every vendor in this Forrester Wave has a substantial breadth of capabilities to address the needs of governance, risk management, and compliance professionals across multiple industries, domains, and use cases.

› **Capabilities to align GRC efforts across multiple business functions.** These GRC platforms have a cumulation of workflow, content, analysis, assurance, reporting, and integration capabilities, supported by a relational data structure, for the purpose of automating and facilitating the process associated with governance, risk, and compliance efforts across a broad range of business functions. We consider solutions that only offer some, but not all, of these capabilities to be point solutions, not platforms.

› **Advanced risk analysis.** These GRC platforms provide advanced risk management functionality, with analysis of the impact of risks on strategic objectives and business performance.

› **Mindshare and market presence.** All vendors evaluated in this Forrester Wave maintain at least 250 active customers as measured by individual logos, not number of deployments, and had a minimum of at least $15 million in annual revenue from their GRC offering as of fiscal year end of 2018.

› **Relevance to the market.** Inclusion in this Forrester Wave means that the vendor actively competes in the GRC market, showing up in competitive situations and discussions among Forrester clients.

FOR SECURITY & RISK PROFESSIONALS

The Forrester Wave™: Governance, Risk, And Compliance Platforms, Q1 2020
The 12 Providers That Matter Most And How They Stack Up

March 9, 2020 | Updated: March 9, 2020

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Supplemental Material

Online Resource

We publish all our Forrester Wave scores and weightings in an Excel file that provides detailed product evaluations and customizable rankings; download this tool by clicking the link at the beginning of this report on Forrester.com. We intend these scores and default weightings to serve only as a starting point and encourage readers to adapt the weightings to fit their individual needs.

The Forrester Wave Methodology

A Forrester Wave is a guide for buyers considering their purchasing options in a technology marketplace. To offer an equitable process for all participants, Forrester follows The Forrester Wave™ Methodology Guide to evaluate participating vendors.

FOR SECURITY & RISK PROFESSIONALS

March 9, 2020 | Updated: March 9, 2020

The Forrester Wave™: Governance, Risk, And Compliance Platforms, Q1 2020
The 12 Providers That Matter Most And How They Stack Up

In our review, we conduct primary research to develop a list of vendors to consider for the evaluation. From that initial pool of vendors, we narrow our final list based on the inclusion criteria. We then gather details of product and strategy through a detailed questionnaire, demos/briefings, and customer reference surveys/interviews. We use those inputs, along with the analyst's experience and expertise in the marketplace, to score vendors, using a relative rating system that compares each vendor against the others in the evaluation.

We include the Forrester Wave publishing date (quarter and year) clearly in the title of each Forrester Wave report. We evaluated the vendors participating in this Forrester Wave using materials they provided to us by November 22, 2019 and did not allow additional information after that point. We encourage readers to evaluate how the market and vendor offerings change over time.

In accordance with The Forrester Wave™ Vendor Review Policy, Forrester asks vendors to review our findings prior to publishing to check for accuracy. Vendors marked as nonparticipating vendors in the Forrester Wave graphic met our defined inclusion criteria but declined to participate in or contributed only partially to the evaluation. We score these vendors in accordance with The Forrester Wave™ And The Forrester New Wave™ Nonparticipating And Incomplete Participation Vendor Policy and publish their positioning along with those of the participating vendors.

Integrity Policy

We conduct all our research, including Forrester Wave evaluations, in accordance with the Integrity Policy posted on our website.

Endnotes

[1] See the Forrester report "Now Tech: Governance, Risk, And Compliance Technology, Q4 2019" and see the Forrester report "The Forrester Tech Tide™: Governance, Risk, And Compliance Management, Q4 2019."

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