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The Forrester Wave™: IT Governance, Risk, And Compliance Platforms, Q4 2011

by Chris McClean
for Security & Risk Professionals



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RSA Archer, Agilance, Rsam, Symantec, and Modulo Are All Leaders For Very Different Reasons

by **Chris McClean**

with Stephanie Balaouras and Nicholas M. Hayes

EXECUTIVE SUMMARY

IT governance, risk, and compliance (GRC) vendors continue to show strong technical and strategic advances, while the market itself still struggles to define its direction. A small set of vendors compete frequently against one another, some placing their bets on delivering breadth of functionality, some on quick time to value, some on flexibility, and some on consulting expertise — but rarely all of these at the same time. Forrester evaluated eight of the top vendors in the IT GRC space using 59 criteria, with RSA Archer, Agilance, Rsam, Symantec, and Modulo all landing in the Leader category; Easy2Comply and ControlCase earning spots as Strong Performers; and ANXeBusiness coming in as a Contender.

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Forrester conducted product evaluations in June 2011 and interviewed eight vendors: Agilance, ANXeBusiness, ControlCase, Easy2Comply, Modulo, RSA Archer, Rsam, and Symantec.

Related Research Documents

["Ten Priorities For Your Current And Future Compliance Program"](#)

July 19, 2011

["Topic Overview: Governance, Risk, And Compliance"](#)

March 14, 2011

["Market Overview: GRC Platforms"](#)

November 9, 2010

["The Forrester Wave™: IT Risk And Compliance Software, Q2 2008"](#)

June 30, 2008

SECURITY AND RISK PROS ARE ONLY STARTING TO REALIZE THE PROMISES OF IT GRC

The business case seems straightforward enough. When IT departments couldn't maintain oversight and control of all their point control products, they turned to event management and monitoring tools to put that information into context and prioritize efforts. When these same departments became overloaded with alerts and alarms, GRC was the natural next step needed to put this information into context and prioritize efforts. The IT GRC market even had a broad set of test cases to learn from, as the enterprise GRC market had a few years' head start and happily demonstrated the right and wrong ways to support risk and compliance functions with technology.

But even with all this promise, the IT GRC vendor market may only now be showing signs of meeting the growth and adoption numbers many have been expecting for the past four to five years. This is true for three primary reasons:

1. IT GRC customer needs are often more complicated than those of their enterprise colleagues.

While the enterprise GRC market got a shot in the arm from the control documentation and policy attestation aspects of Sarbanes-Oxley requirements, IT risk and compliance professionals dealing with PCI, HIPAA, ISO certification, and privacy laws are typically looking for more sophisticated control mapping, asset management, and product integration functionality. IT GRC vendors have responded well by integrating with security point solutions for risk and control data aggregation and delivering complex control frameworks in the products to facilitate more efficient compliance reporting. However, these vendors have also had to respond to customers' demands for fundamentals like usability, flexibility, and scalability, and as this list increases, these vendor development resources are stretched.

2. It's more difficult to pinpoint a single use case to launch an IT GRC initiative. In addition to the range of strict regulatory requirements, IT security and risk professionals struggle with responsibilities such as security strategy, metrics, vulnerability management, third-party risk management, remediation management, business continuity planning, and a host of others. IT GRC platforms have capabilities that can support all of these functions, which makes for a compelling business case, but at the same time much more complicated vendor selection and implementation processes.

3. IT risk and compliance issues don't usually get the executive visibility they deserve. Although many firms may list one or two IT risks among their corporate top 10, most heads of IT security and risk tell Forrester they struggle to get visibility with their corporate executives and boards (until there's a breach, that is). Without the same executive pressure that comes along with Sarbanes-Oxley and other corporate compliance mandates, IT GRC implementations usually need to stand on more thorough business justification or cost/benefit analysis.

Customer Successes Are Making A Powerful Case For Broader IT GRC Adoption

Countering the market challenges listed above, IT GRC vendors continue to demonstrate large and successful deployments in organizations that range in size and industry. Even as concerns grow over mounting regulations, cyberwarfare, privacy, and fraud, it will be these customer case success stories as much as anything else that will pave the way for the market to reach its potential. This will mean that a long line of other competitors will come to compete in the IT GRC market, but it also means that the vendors currently in the space are well-positioned to take advantage.

IT GRC And Enterprise GRC Are Much Closer, But Still Separate, Markets

Forrester continues to field inquiries from organizations interested in adopting a single GRC platform to manage risk and compliance efforts related to IT and enterprise domains. For many of them, there are viable solutions; vendors historically focused on enterprise GRC are supporting content like the Unified Compliance Framework (UCF) and offering integration capabilities with security and IT management applications, while vendors historically focused on the IT GRC market are offering more enterprise-relevant content and delivering more product flexibility to support enterprise GRC functions.

However, even as the vendors demonstrate better capabilities and more implementations, the vast majority of vendor selection projects lean one direction or the other — reflecting the still substantial gap that exists in most organizations between the IT and enterprise GRC functions. Based on this distinction, Forrester conducted two simultaneous Wave evaluations: one for enterprise and one for IT.

There are minor modifications in the criteria for these two Forrester Waves. For example, the IT GRC Wave evaluates asset management instead of audit management capabilities, and many of the criteria have less demanding score requirements, because IT GRC is still a less mature market.

IT GRC PLATFORM EVALUATION OVERVIEW

To assess the state of the IT GRC platform market and determine how the vendors stack up against each other, Forrester conducted a rigorous evaluation of the top eight vendors in the space.

The Evaluation Focused On Breadth And Depth Of Capabilities And Soundness Of Strategy

After considering past research, user needs, requests for proposals, and vendor and expert input, Forrester developed a comprehensive set of 59 evaluation criteria, which we grouped into three high-level categories:

- **Current offering.** Each vendor's position on the vertical axis of the Forrester Wave graphic indicates the strength of its current GRC product offering. The sets of capabilities evaluated in this category include content management, risk and control management, workflow management, GRC management and analytics, support for asset management, support for enterprise GRC, GRC domain support, technical functionality, and client reference scores.

- **Strategy.** A vendor's position on the horizontal axis indicates the strength of its go-to-market strategy, with specific criteria including company vision and strategy, product vision and strategy, and support for GRC professionals.
- **Market presence.** The size of the vendor's bubble on the chart indicates its market presence, which Forrester measured based on the company's financial viability, customer base, staff size, partnerships, and global presence.

Evaluated Vendors Demonstrated The Largest Market Presence And Competitive Success

Forrester included eight vendors in the assessment: Agilance, ANXeBusiness, ControlCase, Easy2Comply, Modulo, RSA Archer, Rsam, and Symantec. Each of these vendors has (see Figure 1):

- **Broad IT GRC capabilities.** All vendors in this evaluation have the capabilities to meet the broad requirements of IT GRC professionals.
- **More than 50 licensed customers using the vendor's IT GRC solution.** All of the evaluated vendors reported more than 50 GRC customers, provided examples of customers using the platform for multiple functions of IT GRC, and submitted at least five customer references to participate in the Forrester Wave customer survey.
- **Significant level of interest from Forrester clients.** All of the evaluated vendors have established themselves as relevant IT GRC vendors, and they continue to show up in Forrester customers' inquiries, vendor selection projects, and other competitive situations.

EVALUATION ANALYSIS

The evaluation uncovered a market in which (see Figure 2):

- **RSA Archer, Agilance, Rsam, Symantec, and Modulo are Leaders.** These vendors all performed well in Forrester's previous Wave in this vendor market, and all have done well to advance their product capabilities and go-to-market strategies.¹ Based on feedback from customer references, these vendors are occasionally evaluated against each other on buyer shortlists, but because of their different strengths and strategies, they are not necessarily head-to-head competitors in every situation.
- **Easy2Comply and ControlCase are Strong Performers.** These vendors are certainly relevant to many IT GRC use cases, although they have not made a strong name for themselves in the market yet. Both have distinct capabilities that can't be matched by Leaders in this space, which will help them continue to win competitive deals. However, both will need substantial investments to compete successfully on a regular basis against any of the IT GRC Leaders.

- **ANXeBusiness is a Contender.** Although ANX's overall score was lower than those of its competitors, it should be noted that its "sustainability of competitive advantages" received a strong rating. ANX acquired a huge customer base along with the TruComply platform, and the company's ability to address the requirements and budgets of small and medium-size organizations is a unique advantage in this space.

This evaluation of the IT GRC platform market is intended to be a starting point only. We encourage readers to view detailed product evaluations and adapt the criteria weightings to fit their individual needs through the Forrester Wave Excel-based vendor comparison tool.

Figure 1 Evaluated Vendors: Product Information And Selection Criteria

Vendor	Product evaluated	Product version evaluated	Version release date
Agilience	Agilience RiskVision	v6.0	May 2011
ANXeBusiness	TruComply	v4.0	August 2010
ControlCase	ControlCase GRC	v6	December 2010
Easy2Comply	Easy2Comply	v4.7.5	June 2011
Modulo	Modulo Risk Manager NG	v7.2	May 2011
RSA Archer	RSA Archer eGRC Platform	v5.0.6	December 2010
Rsam	Rsam	v7.2	October 2010
Symantec	Symantec Control Compliance Suite (CCS)	v10.5	December 2010

Vendor selection criteria

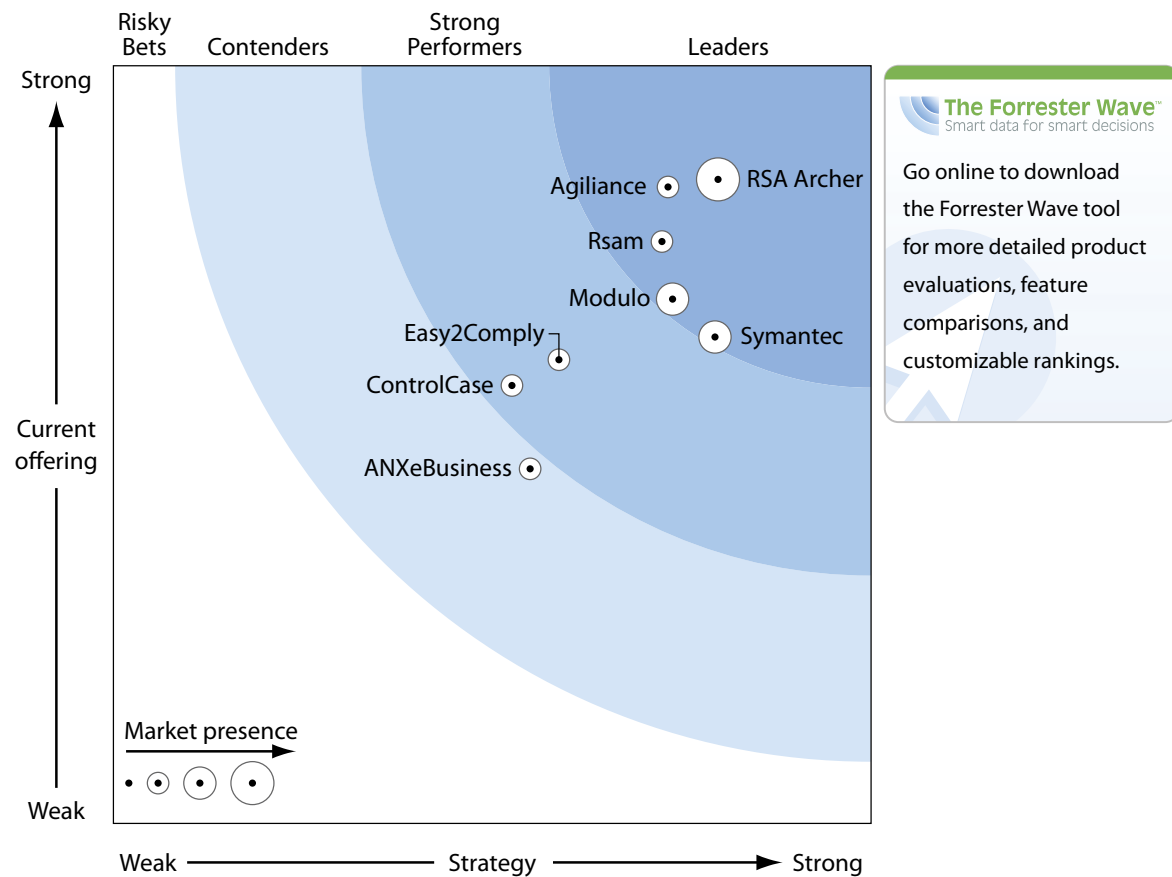
Broad GRC capabilities for IT risk and compliance professionals. All vendors in this evaluation have the capabilities to meet the broad requirements of IT governance, risk, and compliance professionals.

More than 50 licensed customers using the vendor's GRC solution. All of the evaluated vendors reported more than 50 GRC customers, provided examples of customers using the platform for multiple functions of IT GRC, and submitted at least five customer references to participate in the Forrester Wave customer survey.

Significant thought leadership and mindshare. All of the evaluated vendors have established themselves as relevant GRC competitors, and they continue to show up in requests for proposal, Forrester customers' inquiries, and other competitive situations.

Source: Forrester Research, Inc.

Figure 2 Forrester Wave™: IT GRC Platforms, Q4 '11



Source: Forrester Research, Inc.

Figure 2 Forrester Wave™: IT GRC Platforms, Q4 '11 (Cont.)

	Forrester's Weighting	Agilance	ANXeBusiness	RSA Archer	ControlCase	Easy2Comply	Modulo	Rsam	Symantec
CURRENT OFFERING	50%	4.20	2.34	4.25	2.89	3.06	3.46	3.84	3.21
Content management	15%	4.40	2.50	4.60	2.50	2.60	3.00	3.60	3.50
Risk and control management	15%	4.40	2.80	4.60	2.90	2.85	3.25	3.75	1.55
Workflow management	10%	3.50	2.00	4.50	2.50	2.00	2.50	4.00	4.00
GRC management and analytics	15%	4.25	1.00	3.50	2.25	4.00	3.25	3.75	4.00
Support for asset management	5%	4.30	2.30	4.30	5.00	3.00	3.00	4.30	5.00
Support for enterprise risk and compliance	5%	2.30	0.35	4.30	1.40	2.40	3.00	2.10	2.90
GRC domain support	5%	4.00	1.00	5.00	2.50	3.50	3.00	3.00	2.50
Technical functionality	10%	4.40	1.50	4.70	1.50	2.20	3.30	4.80	2.70
Customer references	20%	4.60	4.30	3.70	4.50	3.90	5.00	4.10	3.30
STRATEGY	50%	3.66	2.75	3.99	2.63	2.94	3.69	3.62	3.97
Company vision and strategy	35%	3.40	3.15	5.00	2.70	2.90	4.15	3.40	4.10
Product vision and strategy	35%	4.05	3.20	3.40	3.30	3.35	3.40	4.15	4.25
Support for GRC roles	30%	3.50	1.75	3.50	1.75	2.50	3.50	3.25	3.50
MARKET PRESENCE	0%	2.67	2.09	4.31	2.62	2.97	3.76	2.38	3.97
Financial viability	30%	2.75	3.20	5.00	2.05	2.40	3.70	2.65	4.10
Customer base	25%	1.90	1.30	4.20	3.20	3.60	3.80	2.70	3.80
Staff size	15%	2.35	1.35	4.70	1.65	1.70	4.00	1.65	3.60
Partnerships	15%	5.00	3.00	5.00	5.00	5.00	5.00	3.00	5.00
Global presence	15%	1.80	1.00	2.00	1.40	2.30	2.30	1.40	3.30

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

Source: Forrester Research, Inc.

VENDOR PROFILES

Leaders Provide A Robust Platform With Value-Added Features For The Business

- RSA Archer.** The strong technical capabilities of the RSA Archer platform and the company's market success set it above the competition. The company's vision focuses on collecting the daily barrage of information and translating it into relevant metrics that affect the business, and the platform's breadth of functionality reflects this vision. The platform scored at the top of our evaluation for content management, risk and control management, and workflow management, making it one of the best overall technical platforms we assessed in the IT GRC space. Its workflow management capabilities are particularly impressive, offering predefined workflows for a wide range of core IT GRC solutions with the flexibility for customers to define their own processes using drag and drop development features. Archer will continue to invest in internationalization and localization opportunities for the product and will look to leverage

the Archer Community to foster greater collaboration among GRC professionals. With Archer now under the wings of the RSA brand, the larger set of development resources along with the extended sales and marketing force will enable RSA Archer to remain a leader in the IT GRC market for the foreseeable future.

- **Agilience.** Agilience's RiskVision is again one of the top IT GRC platforms we evaluated. It offers a full set of capabilities in content management as well as GRC management and analytics. Agilience clients also report some of the highest levels of satisfaction with its tool, noting high overall business value, high technical functionality, and great customer service. Overall, Agilience has a smaller market presence than its top competitors, but the company has demonstrated it can successfully target various industries, including financial services, public sector, and healthcare. With these strong capabilities, Agilience still needs to be diligent with its go-to-market strategy and product development to grow and compete with other Leaders in the space.
- **Rsam.** Rsam's platform is another very technically robust and flexible IT GRC platform. Its interface is logical and easy to navigate, with drag and drop capabilities for configuration. It comes with both predefined mappings to industry-leading tools and third-party content but also has the flexibility for customers to support the unique processes of their business. Rsam works closely with its customers throughout the implementation cycle and focuses on helping their clients not only with the tool itself, but also helping them understand and market the value of GRC for the business. Rsam is smaller than many of its closest competitors and will have to continue to rely on broad partner relationships or make aggressive moves to keep up with larger competitors. In the near future, the company will continue to focus on further enhancements in the flexibility of the platform.
- **Symantec.** Symantec offers a solid IT GRC platform through its Control Compliance Suite (CCS) and plans to continue investing more to develop the product. CCS has a very robust GRC management and analytics feature set, capable of incorporating risk quantification methods based on data such as vulnerability levels, asset criticality, and control features. Some GRC capabilities are delivered through other Symantec technologies, meaning Symantec still does not offer the full platform approach of other IT GRC vendors. However, Symantec has made substantial moves recently to compete against other top vendors in this space, and Forrester expects the company to continue investing in CCS to build on this momentum.
- **Modulo.** Modulo has more than 25 years of experience offering information risk and compliance services, and it has successfully translated this content knowledge into a competitive IT GRC platform. The company's new product, Modulo Risk Manager NG, offers clients a solution aimed at helping them break down the silos between business functions to improve their overall corporate governance. Modulo boasts our evaluation's most satisfied customer references, scoring 5.00 in every aspect of this category based on survey results. Modulo is larger than many of its competitors, with a strong presence in public sector and financial services industries, but it will need to be aggressive with its go-to-market strategy if it wants to continue growing in North America and Europe.

Strong Performers Have Unique Specialties That Set Them Apart

- **Easy2Comply.** CheckPoint's October 2011 acquisition of Dynasec immediately makes this a more important competitor in the GRC market. While details have yet to emerge about how the companies will integrate and market their combined offerings, there is the potential for significant customer value. Dynasec's Easy2Comply was built on the vision of GRC professionals who believed they could provide a better solution to meet the changing needs of global businesses. The company provides a flexible platform with short deployment cycles and core capabilities that can be geared specifically to the needs of the client; Dynasec experts can also provide valuable expertise to supplement the platform, when necessary. Unique to the IT GRC space, the company offers an advanced risk engine for complex statistical analysis. Easy2Comply's strategy focuses on winning smaller, more focused deployments, and as such, they are somewhat of a smaller player in the GRC market. However, the strong vision and product road map that previously had Easy2Comply on an upward market trajectory will have more force behind them after the CheckPoint acquisition.
- **ControlCase.** ControlCase targets a specific set of IT GRC use cases, emphasizing customers' fast implementation time and the flexibility of its platform to win deals. Customer references highlighted these areas as strengths of the platform, which earned solid overall business value as well as exceptional time-to-value and ease, speed, and quality of implementation. The product earned top scores overall for support for asset management, and the product uniquely offers native capabilities such as vulnerability scanning, where other IT GRC competitors rely on partners. ControlCase will continue to invest in streamlining the implementation process as much as possible and adding functionality around data discovery. Forrester expects ControlCase to have continued success in the near future; however, longer term the company will need to make greater investments in underlying technology of the solution itself in order to gain ground on the competition.

Contender Focuses On Fast Implementations And Affordability For SMBs

- **ANXeBusiness.** ANX offers a SaaS-based solution, TruComply, as its primary IT GRC platform. The company's focus is to provide affordable, domain-focused solutions for companies looking to automate GRC processes at minimal cost. The recent acquisition of TruArx by ANX means that more resources will become available to develop and deliver the platform, which will help it compete successfully against other IT GRC vendors. Overall, ANXeBusiness has a large customer base, typically with very small deployments. The company will continue to focus on low-cost, easy implementations for small enterprises, making strategic investments to improve the user experience of the platform and implementation.

SUPPLEMENTAL MATERIAL

Online Resource

The online version of Figure 2 is an Excel-based vendor comparison tool that provides detailed product evaluations and customizable rankings.

Data Sources Used In This Forrester Wave

Forrester used a combination of two data sources to assess the strengths and weaknesses of each solution:

- **Vendor surveys.** Forrester surveyed vendors on their capabilities as they relate to the evaluation criteria. Once we analyzed the completed vendor surveys, we compiled the results to supplement our analysis.
- **Product demos.** We asked vendors to conduct demonstrations of their product's functionality. We used findings from these product demos to validate details of each vendor's product capabilities.

The Forrester Wave Methodology

We conduct primary research to develop a list of vendors that meet our criteria to be evaluated in this market. From that initial pool of vendors, we then narrow our final list. We choose these vendors based on: 1) product fit; 2) customer success; and 3) Forrester client demand. We eliminate vendors that have limited customer references and products that don't fit the scope of our evaluation.

After examining past research, user need assessments, and vendor and expert interviews, we develop the initial evaluation criteria. To evaluate the vendors and their products against our set of criteria, we gather details of product qualifications through a combination of lab evaluations, questionnaires, demos, and/or discussions with client references. We send evaluations to the vendors for their review, and we adjust the evaluations to provide the most accurate view of vendor offerings and strategies.

We set default weightings to reflect our analysis of the needs of large user companies — and/or other scenarios as outlined in the Forrester Wave document — and then score the vendors based on a clearly defined scale. These default weightings are intended only as a starting point, and we encourage readers to adapt the weightings to fit their individual needs through the Excel-based tool. The final scores generate the graphical depiction of the market based on current offering, strategy, and market presence. Forrester intends to update vendor evaluations regularly as product capabilities and vendor strategies evolve.

ENDNOTES

- ¹ Forrester evaluated leading IT risk and compliance software vendors across 88 criteria through scripted product demonstrations and found that Agilance, Archer Technologies, and Brabeion have established early IT risk and compliance leadership thanks to their workflow, risk, and compliance management capabilities and product strategy focus. Vendors CA, Modulo, Relational Security, and Symantec are Strong Performers but lack either key risk management capabilities or breakout product strategies. eIQnetworks still has work ahead but is successfully making the transition from an enterprise security management vendor to an IT risk and compliance vendor. Overall, Relational Security has the most balanced IT risk and compliance capabilities, Archer the strongest strategy, and Symantec the dominant market presence. See the June 30, 2008, “[The Forrester Wave™: IT Risk And Compliance Software, Q2 2008](#)” report.

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