

# Drata Mission Control

Date: September 26, 2023



"Trust starts with our team!"

# September Recap



## Integrity - *Living Our Values*

### ↗ Topics highlighted in our most recent “Living Our Values” email:

- Living the Values, Even When it’s Not Convenient
- Be Maniacal About Winning, But Winning the Right Way
- Respecting and Trusting One Another and Ourselves
- Admitting When We’re Wrong
- Taking Shortcuts vs Paving a New Way (Innovation)

“Drata will be known as a company with a bold vision, a worthy mission, and a culture that allows it to endure and succeed at the highest level - a category-winning market leader that does it the right way, with integrity.”

- Adam Markowitz, CEO

↗ Check out all the “Living Our Values” write-ups [here!](#)

# Product Releases Coming This Month



## Platform

- Cosmos, Drata's Design System **LIVE!**
- Unified Code base (AP2) has been deployed across Dev, QA and Prod environment.
- AP2 Beta Chort 1 ( 5 Customers) identified and will be onboarded with AP2 Customization Feature with selected Test.



## Democratize

- Tenant Creation Invites
- Trust Center (TC) - Pre-Approved Email Address
- Vendor Profiles - Opt-In To Share TC
- Vendor Profiles - Continuous Monitoring Notifications
- Vendor Lifecycle Status Mgmt



## Risk & Compliance

- Risk Tasks **LIVE!**
- Audit Hub - Streamlined Evidence Upload **LIVE!**
- Workspaces - Jira Ticket Automation
- Refactor - Control Readiness



## Effortless

- Personnel Exclusion for Group or entire category
- Evidence Library enhancement (access from control page & audit expansion)
- Additional HRIS fields (department and manager)



SHIP FAST, ITERATE FASTER! 

# Data

## Boost Customer Retention with our compliance experts

We're diving deep into customer engagement and retention this month, thanks to Lydia's insightful dashboard. Here's what you need to know:

- 73% Renewal Rate: Accounts that interacted with our Compliance Experts are renewing at a 73% rate, highlighting the importance of customer engagement.
- Zero Interaction, Higher Churn: Accounts that had no interactions with the team are more likely to churn, emphasizing the need for proactive outreach.
- Response Time Matters: Renewed accounts received responses in 3 minutes, compared to 5 minutes for churned accounts, indicating that timely engagement boosts retention.

Check out this [dashboard](#)

Great job to Lydia Tse!

## Unveiling Key Metrics for Platform Excellence

API Latency: A whopping 75% of API requests are completed within 107 milliseconds, thanks to the new pipeline set up by Linda Liu, Sujay Vittalam and the Drockstars!

Web Performance Metrics (FCP & LCP): These metrics are stable but take note—they're slower for our enterprise customers. Error Rate: Keep an eye on spikes as they directly impact FCP and LCP metrics. [Dashboard link](#)

## Accelerate Onboarding: Master the Momentum with Our New Scorecard Dashboard

Introducing our new Customer Momentum Scorecard Dashboard, a one-stop solution for enhancing customer engagement and onboarding efficiency. This tool allows you to benchmark customer performance against industry medians, provides Customer Success Managers with a comprehensive view of their business portfolio, and helps you identify accounts up for renewal, assessing their milestone completion. Dive in to optimize your customer engagement and onboarding strategies today!. [dashboard link](#)



Data isn't just numbers; it's a catalyst for change, driving insights that ignite action and innovation.

# Customer Success



## Shared Success: Mitigating risk!

The Shared Success CSM team implemented and continues to iterate on a new Risk Assessment and Mitigation playbook to address highest churn risk customers in their renewal phase. Each customer whose health score indicates At Risk health is assigned to a Risk Mitigation owner (a CSM member of the Shared Success team), and enters a multi-phase playbook that involves both internal assessment of risk and multiple discovery and engagement touchpoints with the customer--all designed to mitigate risk and assure highest probability of renewal.



## G2 Reviews

Drata



523 reviews



*"A satisfied customer is the best business strategy of all."*



## SAs are leaning in on Automation

The SA team is adding automation to the CS Jira project to increase efficiency. The team has reduced the fields necessary to create tickets, automated notifications of stale tickets, and are working on a second round of field reduction at creation time.



## Compliance Advisors are on fire!

The CA team has achieved a 99% CSAT rating on the compliance expert chat (across 2,281 rated conversations). When customers have at least one Intercom conversation with a CA, they renew 96% of the time.



## AMs: Growth Account Manager Role

The Growth AM role was created to target growth opportunities within our install base, off cycle of renewal, identifying opportunities to add frameworks or additional product. Ryan Tydingco & Young Lee are our first Growth AM's, we've also added a Sr. Account Manager to the team Christopher Kenney.

# Customer Success

## Enterprise CS: Customer Visits!



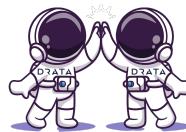
Alex Banks, Elise Spitzer and Hannah

Starcevich made our executive meetings with Wiz and NHL in NYC easy and Drata so proud! Shout out from Wiz: "Alex and Hannah are a breath of fresh air helping us accelerate our milestones and answering our questions quickly/on point. We are very happy with them!". NHL: "We love Elise. She pushed us to do more and made sure we are accountable. We would not have gone this far without her." Thank you all for the great work! Pics at Wiz office in NYC.



*"A satisfied customer is the best business strategy of all."*

# People Team



## New People Leader Bootcamp - Oct 17!

We're so excited for you to join us for this highly interactive New People Leader Bootcamp! This will be for any new-to-org or new-to-role leaders that have joined or been promoted since July 31. ***Invites coming soon!***

### Workshop Objectives:

- Describe your role as a **leader** and recognize your role and impact in creating a **healthy team** environment
- Determine key people leader **responsibilities and behaviors** to support the **growth and development** of your individuals
- Identify **processes and procedures** - and your responsibilities within those - that support the employee life cycle



## September Learning Stipend Spotlight

Calling all engineers and developers! Check out [Frontend Masters](#) to Master the most important JavaScript and front-end development skills like React, Node.js, Vue, Functional JavaScript, CSS Grid, Flexbox, and more – with 100+ fresh web development courses!



Looking for other ways to use those learning funds? Check out the [Learning Library](#)!

# People Team



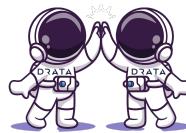
## Review + Reward

- Review writing is **closed**
- Two upcoming trainings
  - Compensation Roadshow and complimentary Open Office Half-hours
  - *Giving + Receiving Feedback* (*Be sure to check the meeting invite for pre-work instructions!*)

Dates	Days in Stage	Stage
Aug 21 - Sept 1	10 days	<b>Mandatory Virtual Training:</b> E23 Review + Reward Overview in 360L <ul style="list-style-type: none"><li>• Separate trainings for ICs and People Leaders</li></ul>
Sept 5 - 22	8 days	<b>All Review Writing:</b> Self, Upward, Downward
Sept 27, 29 & Oct 2	(3 options)	<b>Live Training (All employees):</b> Compensation Roadshow with Angela Rao (Director, TR)
Sept 29, Oct 2 & 3	(3 options)	<b>Optional Comp Office Half-Hours (All employees):</b> Drop-in with Angela Rao to ask remaining questions
Oct 3 & 5	(2 options)	<b>Optional Live Micro-Training (All employees):</b> Giving + Receiving Feedback
Oct 16 - Nov 1	13 days	Performance Review Conversations

You are here!

# People Team



## Training Platform Ownership

We've launched *many* platforms across the past few months. Keep this chart handy to understand where to go if you have issues!

Platform	Owner	Use
360Learning 	Learning + Development <a href="mailto:learning@drata.com">learning@drata.com</a>	Anti-Harassment, Review + Reward trainings, personal + professional training
Lattice 	Learning + Development <a href="mailto:learning@drata.com">learning@drata.com</a>	1:1s, feedback, reviews
Curricula 	Security <a href="mailto:security@drata.com">security@drata.com</a>	Security training
Workday 	HR <a href="mailto:hr@drata.com">hr@drata.com</a>	Benefits, payroll, time off

# Workday Updates

## Important Dates:

- 9/26 - **Workday is LIVE!** 🎉
- 10/4 - Review of profile and changes Due !
- 10/13 - First Pay Day via Workday (U.S Employees) 💰



**Workday Is Live**

## Action Items for Employees:

- Log in to Workday via Okta and complete the “Welcome to Workday: Important Tasks” found in your Workday inbox.
- Re-submit PTO Requests (US Employees Only) in Workday. Time Off scheduled for after October 1, will need to be requested and approved again.

We've put together this [Workday Resource Guide](#) to help you with completing tasks in Workday!

For troubleshooting and any questions related to Workday please email [HR@drata.com](mailto:HR@drata.com).

# People Team



## People Operations Updates

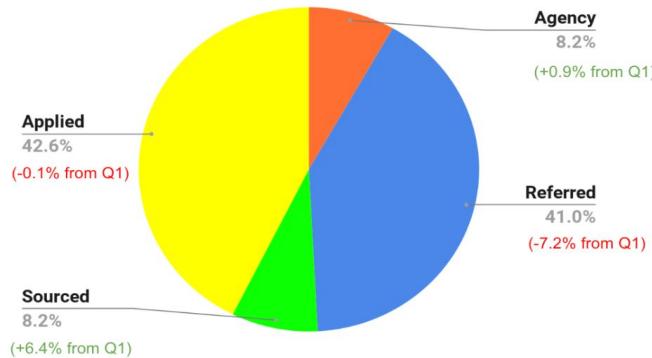
### End of Q2 TA Recruiting Wrap Up!

Q2 FY'24 Total Number of Hires: **61**

YTD FY'24 Total Number of Hires: **199**

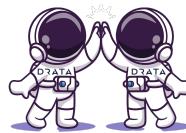
Q2 Average Acceptance Rate: **95%** (+6% from Q1)

Q2 Average Time to Fill: **43 days** (+0 days from Q1)



DEPARTMENT	Q2 TOTAL HIRES	Q2 OFFER ACCEPTANCE RATE	Q2 AVERAGE TTF
BUSINESS DEVELOPMENT	3	100%	37 days
CUSTOMER SUCCESS	12	100%	33 days
DATA	2	100%	74 days
ENGINEERING	8	88%	54 days
FINANCE & ACCOUNTING	1	100%	25 days
G&A	2	100%	9 days
IT	0	-	-
MARKETING	3	60%	70 days
OPERATIONS	2	100%	45 days
PEOPLE OPERATIONS	1	100%	20 days
PRODUCT	5	100%	82 days
SALES	20	95%	28 days
SECURITY	2	100%	47 days

# People Team



## ↗ Fortune Best Workplaces in Technology™ 2023

### Why Work at Drata?

See what employees say about what makes Drata a great workplace. These words are drawn from employee comments on the Trust Index™ survey.

incredible leadership opportunity  
stipend focused  
growing life growth best values personal  
market support level wants working unique push  
new ideas communication  
grow job  
extremely job  
excellent fully first  
benefits love trust time truly together  
good amazing product space better  
collaboration transparent give balance across  
everyone special succeed

# Coming up in October



# National Learning & Development Month



**Dana Fagley**

Manager of Learning and Development

October is National L&D Month and we want to say a big **THANK YOU** to our amazing L&D team for all their hard work and dedication to developing our teams! 🙌🙌



**Alyson Jones**

Learning and Development Manager

## Don't forget to use your Professional + Personal Development Stipends 🧠

- **\$500** annually toward *professional development*
- **\$250** annually toward *personal development*
- Need ideas? Check out the updated [Learning Library in Notion](#)



Want to see specific content added to the LMS? Reach out to [learning@drata.com](mailto:learning@drata.com)!

Put Security and  
Compliance on  
Autopilot

DRATA

# Thank You

