CASE STUDY

PROTECHT | VISO TRUST A Protecht Brand

Audit-Ready in Minutes: How Mezmo Scaled Vendor Risk Without Scaling Headcount

mezmo

CUSTOMER

Mezmo

INDUSTRY

Storage & System Management Software

WHAT THEY DO

Mezmo is the intelligence layer for production AI, making autonomous operations fast, efficient, and safe

INTERVIEWEE

Zade, Security Governance, Risk & Compliance / Privacy Professional

The VISO Impact

Metric	Before VISO	With VISO
Vendor assessment time	2 to 3 days (up to ~1 week)	**Minutes**
Annual review workload	~290 person-days/ year for ~145 assessments, more than one analyst's working year	**~3,300 hours (413 workdays) recovered annually, freeing the team for higher-risk vendor review**
Risk rating accuracy	Manual, reviewer-dependent	**~95% accurate on automated ratings**
Audit evidence retrieval	Multi-day reconstruction from scattered drives, tools, and spreadsheets	**On-demand export of a standing evidence trail**

Mezmo builds the intelligence layer that helps other companies run autonomous operations faster, safer, and with less manual effort, so it's fitting that the same principles eventually reshaped one of their own internal processes. The team responsible for vendor risk had been doing things the manual way: reviewing every vendor by hand, one document at a time.

The Challenge: A One-person Bottleneck

For most of Mezmo's growth, vendor risk assessment lived with one person. They'd request a vendor's SOC 2 report, read it cover to cover, cross-check it against a privacy policy and terms of service, send a security questionnaire, and wait, then repeat that for the next vendor in the queue.

"Audit season used to mean days of digging through scattered drives, tools, and spreadsheets to prove we had done our due diligence. Now the evidence is just… there. What used to take days takes minutes - and the reporting is consistent enough that we trust it when an auditor asks."

Done carefully, that process took two to three days per vendor, and could run closer to a week when a vendor was slow to respond.

Run the math on that: at roughly 145 vendor assessments completed under this process, even the low end of two days each works out to ~290 person-days of review, well north of one analyst's ~250 working days in a year, before accounting for that person's other security and compliance responsibilities. The process wasn't just slow; on paper, it was mathematically impossible for one person to keep pace with it alone.

It got harder under real constraints. Mezmo was navigating at once:

- **The reviews weren't optional.** Compliance frameworks the company operates under, alongside privacy laws like GDPR and CCPA, require documented, defensible third-party risk diligence. This was a hard requirement, not a process nicety.
- **One person, every vendor.** With assessments concentrated on a single owner, every new vendor request had to wait its turn behind whatever else was on that person's plate.
- **Other teams felt it first.** Procurement and deal teams routinely sat idle waiting on security sign-off, turning a back-office compliance step into a visible, company-wide bottleneck.
- **The team was being asked to do more with less**. As Mezmo faced pressure to run leaner, the security/compliance function didn't get more hands; it got more vendors.

The breaking point wasn't a single vendor; it was the recurring dread of audit season, when all of that manual work had to hold up under outside scrutiny at once.

The Audit Evidence Bottleneck

This is where the old process hurt most. When an auditor showed up, they didn't just want to know that vendor reviews happened; they wanted proof, on demand, vendor by vendor.

A typical ask looked like this: give us the full list of every vendor you've onboarded since a given date. Out of, say, fifty vendors, the auditor would pick a sample, ten, maybe, and for each one, expect a clean evidence trail: what was reviewed, when, by whom, and what the outcome was.

Reconstructing that by hand meant going back through email threads, old questionnaires, and whatever documentation happened to be saved in the right place - for every sampled vendor, every audit cycle.

PROTECHT

VISO TRUST
A Protecht Brand

"What used to be a multi-day scramble of email archaeology is now closer to: open the tool, export the trail, move on."

"Instead of reconstructing evidence from scratch every audit cycle, Mezmo now has a standing, consistent record for every vendor assessment as it happens."

It wasn't that the diligence hadn't happened; it was that proving it had happened was its own project, layered on top of a process that was already maxed out.

The Solution: VISO TRUST as the Third-Party Risk Solution

Mezmo brought in VISO TRUST to replace the manual review with automated, AI-driven analysis of vendor security documentation and to make the evidence of that work easy to produce on demand.

What changed:

- **Reviews that took days now take minutes.** Automated analysis of SOC 2 reports and related documentation replaced manual, line-by-line reading. Many assessments are typically wrapped up in an hour, down from a process that previously ate two to three days, sometimes closer to a week.
- **Risk-proportionate, not one-size-fits-all.** Vendors needing elevated system access still get the deeper treatment, security calls, and closer questionnaire review, while standard vendors move through the fast automated path. Speed didn't come at the cost of scrutiny where it actually matters.
- **Ratings the team can stand behind.** Automated risk ratings have held up in practice, with accuracy reported in the high-90s percentile range.

Audit Season, Transformed

This is where the impact compounds. Instead of reconstructing evidence from scratch every audit cycle, Mezmo now has a standing, consistent record for every vendor assessment as it happens.

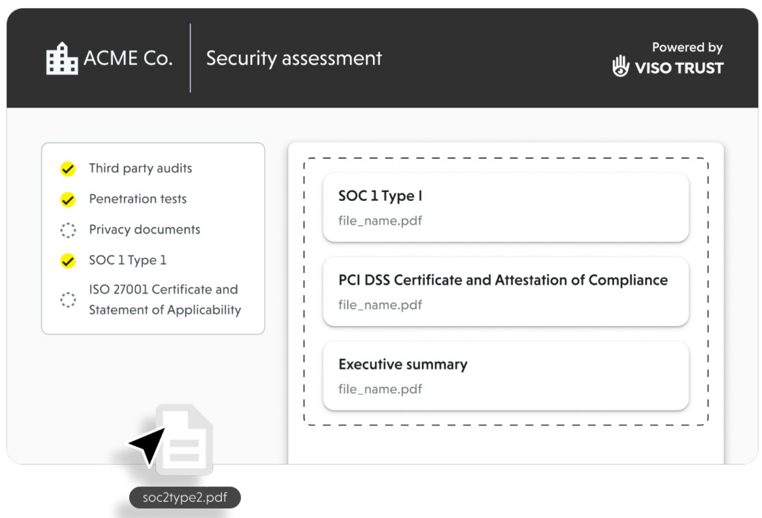
When an auditor asks for the vendor list and samples a subset, Mezmo can pull the workflow and evidence for each one directly from VISO TRUST assessment history, documentation reviewed, and outcome, already in a consistent format. What used to be a multi-day scramble of email archaeology is now closer to: open the tool, export the trail, move on. Audit follow-up questions still happen, but the foundation underneath them is solid and ready, not assembled under deadline pressure.

"Speed didn't come at the cost of scrutiny where it actually matters."

"Many assessments are typically wrapped up in an hour, down from a process that previously ate two to three days, sometimes closer to a week."

The Results

- **Assessment time:** from 2 to 3 days (sometimes a week) to minutes - a 95% reduction
- **Hours saved:** 22.8 hours per assessment, 33% above the VISO customer average of 17.1
- **Team capacity:** a one-person bottleneck freed up to focus on the vendors that actually carry elevated risk, instead of reading every document for every vendor
- **Audit readiness:** evidence trail is built continuously, not reconstructed reactively, turning audit season from a fire drill into a formality
- **Cross-team friction:** procurement and deal teams no longer stall waiting on security sign-off
- **Reporting consistency:** standardized outputs that the team called out as a real differentiator versus their prior process



Ready to simplify vendor risk?

See how VISO TRUST helps security teams automate vendor assessments, stay audit-ready, and scale without adding headcount.

BOOK A DEMO

PROTECHT

VISO TRUST
A Protecht Brand