Mattermost

Platform Overview

Collaboration Built for Developers

About Mattermost

Mattermost is a leader in secure collaboration for mission-critical work in complex environments. The Mattermost platform enables enterprise, defense and governmental organizations to increase speed, efficiency and resilience in vital operations while meeting nation-state-level security and compliance requirements. The company offers self-sovereign open source and enterprise products, as well as managed cloud services.

Founded in 2016, Mattermost's open source platform powers over 800,000 workspaces worldwide with the support of over 4,000 contributors from across the developer community. The company serves over 800 customers, including Affirm, European Parliament, Nasdaq, Samsung, SAP, and the United States Air Force, and is backed by world-class investors including Battery Ventures, Redpoint, S28 Capital, and YC Continuity.

To learn more, visit www.mattermost.com.

Ali Rowghani
YC Managing Partner
Continuity

Y Combinator

"We believe that open source will drive innovation in
enterprise messaging and collaboration just as it has for the
infrastructure stack that powers the world's largest companies."

A note from the CEO

As highly competitive industries move to always-on digital operations, organizations must enable their teams to focus on essential workflow by surfacing the information they need as quickly and effectively as possible from across a range of toolchains — without compromising on security or compliance requirements.

With IT teams reporting that nearly 40% of their workweek is wasted due to tool fragmentation, manual tasks, fragile workflows, and service-impacting incidents and outages, we see a huge opportunity to help technical and operational teams around the world improve their operations and productivity with secure collaboration solutions built specifically for the way they work.

We've prepared this overview to explain exactly how we help enterprises with complex operational environments accelerate mission-critical work, from improving incident response outcomes to increasing information availability across teams. But nothing beats experiencing it for yourself. We invite you to try the Mattermost platform and see how we can help increase your team's productivity. Simply head to mattermost.com/sign-up/ to experience the full platform for free.

With gratitude,

Ian Tien
Co-Founder and CEO of Mattermost

Mastering digital operations is hard... and it's only getting harder

Technical and operational teams continue to lead the shift to the agile, digital enterprise, but doing so is no easy feat. Companies recognize the critical role that these teams play. Still, mastering digital operations requires alignment across teams, tools, and processes across a wide range of essential workflows, from managing routine software releases to responding to high-stakes incidents effectively.

But most of the existing tools are fragmented and siloed, while workflows are fragile and developers are frustrated by friction and misalignment. The numbers speak for themselves:
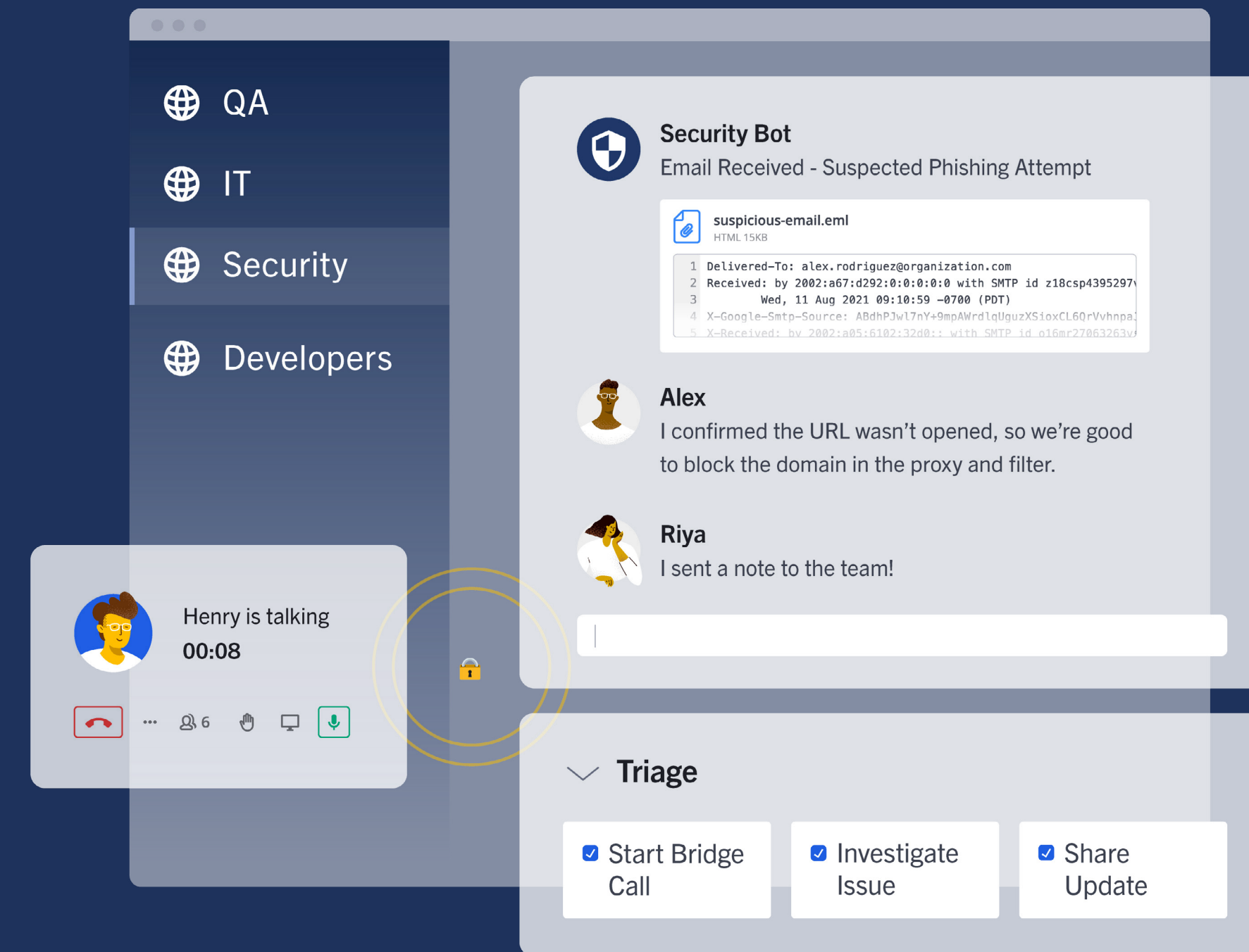
> Research shows that up to **16 hours a week** — equivalent to **39%** of a developer's salaried time — is wasted due to tool fragmentation, manual tasks, and managing weakly defined workflows.
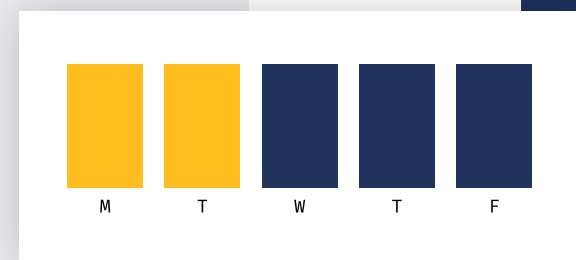
Add to this the mounting pressure of incidents, emergencies, and shifting priorities, and it's no wonder that fewer than 18% of software leaders say their teams are truly agile.

Technical teams have tried using general-purpose collaboration tools to stitch together their digital operations, but it hasn't worked. Constant workarounds lead to fragile processes and siloed data that keeps teams from optimizing production efforts while pulling resources away from development work.

These tools simply lack the customization, extensibility, integration, and security required to unite the people with the processes and technologies modern development teams rely on.

David Rowe
Manager of IT Systems Support

LAIKA

> "Mattermost has brought modern collaboration to the whole organization."

Accelerate mission-critical workflows with Mattermost

Unlike other solutions, Mattermost is explicitly built for technical and operational use cases. Our platform brings together team communication, collaboration, and workflow orchestration into a a single collaboration hub.

Mattermost enables teams to communicate, collaborate, and operate across tools and teams. We help you stay productive and collaborate outside of code by aligning your tools, people, and processes — all in one place.

Mattermost has deep integrations with the tools you use every day, providing you with a single point of collaboration, so you have greater visibility and control of your team's work. We provide open access to our source code, so your team has the power to customize solutions based upon their specific use cases, as well as playbooks and automation that you can define and adapt.

We're also the only solution that offers self-hosted and secure cloud deployment options so that you always have complete control over your data to meet the strictest security, privacy, and compliance requirements.

Why Technical Teams ❤️ Mattermost

We're committed to helping the world build better software by enabling teams to accelerate mission critical work in complex environments.

Secure
Protecting *your* data is our #1 priority

From safeguarding intellectual property to ensuring national security, Mattermost is designed to help teams work faster and smarter while maintaining security and compliance.

Structured
Built for the way you work

Mattermost is purpose-built to help technical and operational teams accelerate collaborative workflows.

Integrated
Designed to eliminate context switching

Whether your team uses SaaS solutions or in-house tools, Mattermost brings together critical data from across the toolchains they rely on, reducing context switching.

Flexible
Open source extensibility

Our open source platform gives you complete control, from how you deploy the platform to how you customize and extend your workspace to conform to your team's needs.

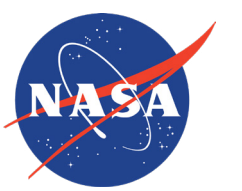# Teams That Ship Fast Trust Mattermost

SAMSUNG   DuckDuckGo   Qualcomm   U.S. AIR FORCE   NASA

"Mattermost has optimized our communication processes and helped our company to work more efficiently and effectively."

Karsten Spieß
IT project manager
BIT/KIN®

United States Air Force on Platform One

> "Using Mattermost offers a huge benefit in mission velocity and safety."

Major Justin Poole
Chief of Innovation & Digital Air Crew Initiative Lead, Air Mobility Command Travis Air Force Base

Platform One is the official DevSecOps program that encompasses a wide range of software, IT, and security teams in the Department of Defense. Mattermost provides the collaboration infrastructure for the USAF, which is deployed to over 20,000 users, with DoD levels of security.

The USAF Air Mobility Command has used Mattermost to digitize the flight planning and approval process as part of the Digital Flight Crew initiative. All Air Mobility Command missions globally are processed through Mattermost, from flight plans and mission packages to electronic signatures. The USAF has been able to reduce fuel consumption and improve mission-critical pre-flight communications by using the more efficient and secure Mattermost platform.

A secure collaboration hub for your essential tools and workflows

The Mattermost platform brings team messaging, collaboration, and workflow management into a single collaboration platform with a unified user interface and familiar user experience. Through custom apps, plugins, open API, and webhooks, Mattermost integrates with your entire toolchain, enabling you to orchestrate sophisticated workflows and automate manual processes across your teams and tech. Our military-grade security, privacy, and compliance controls give you the highest protection from data breaches.

More than just messaging

Go beyond chat with a suite of tightly integrated productivity tools matched to common technical processes — from planning sprints to managing releases to resolving production incidents.

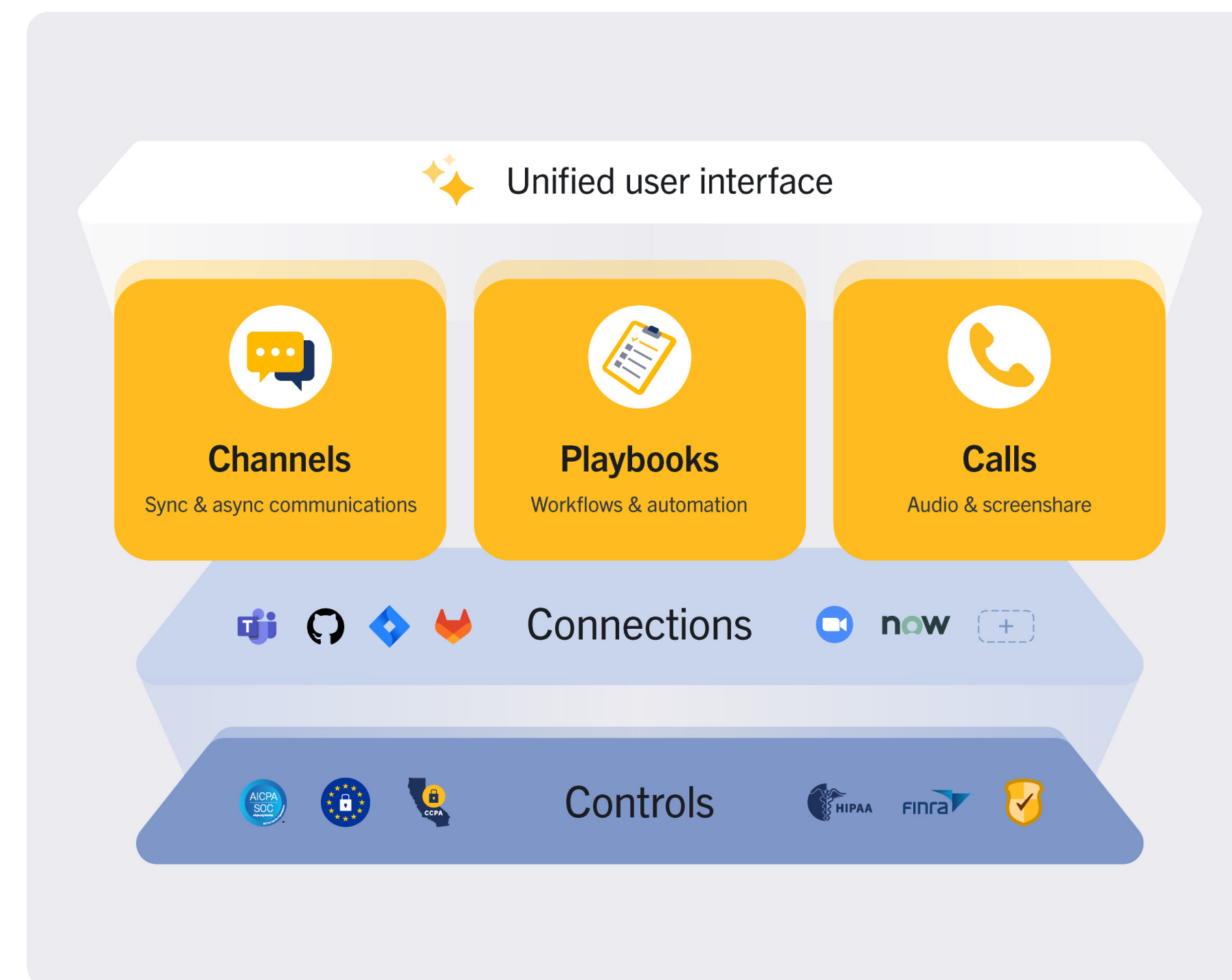### Communicate and collaborate any time, anywhere

The only collaboration hub with a shared set of platform services and a powerful UI structured around channel-based communications, checklist-based process execution, and cross-team collaboration.
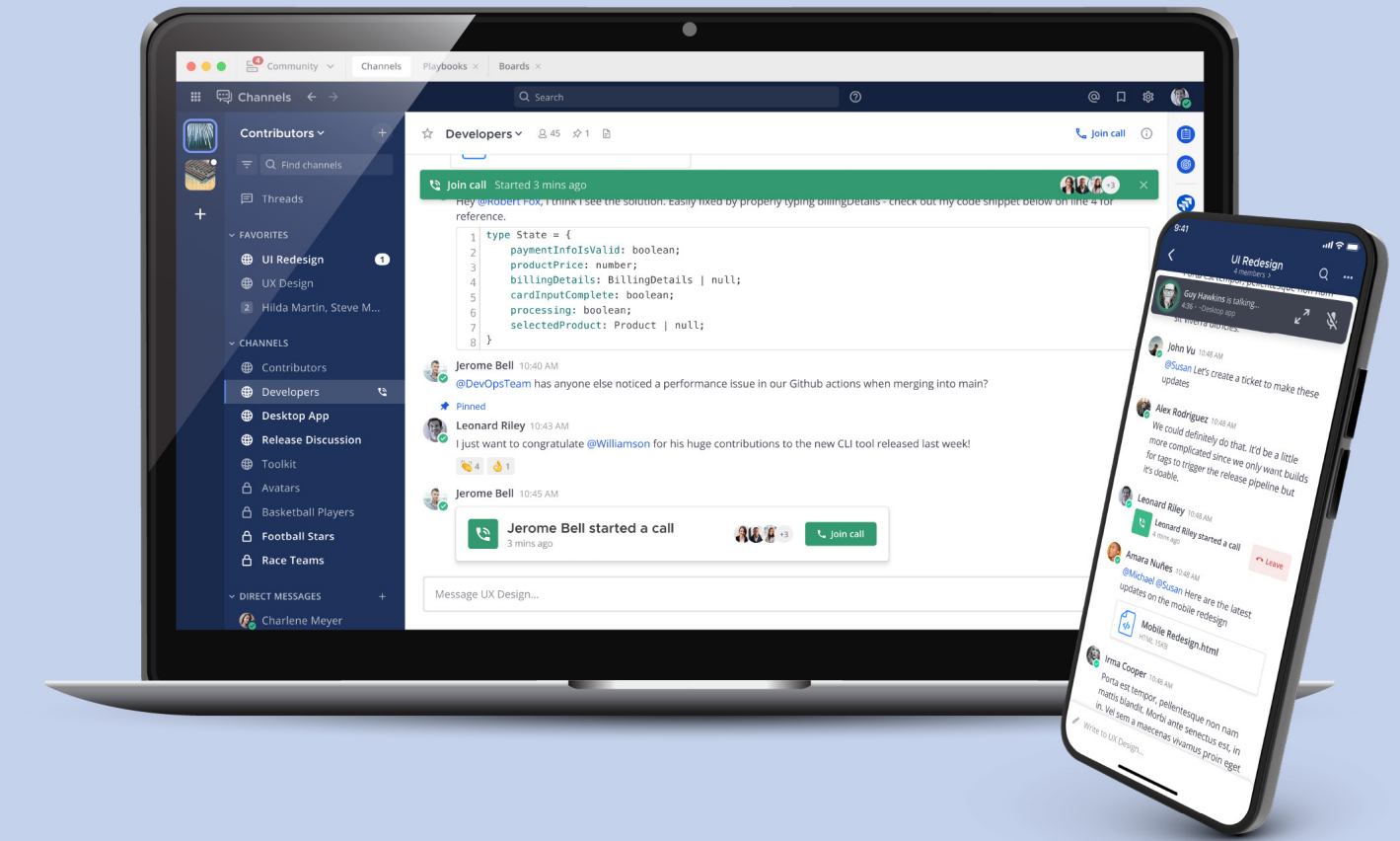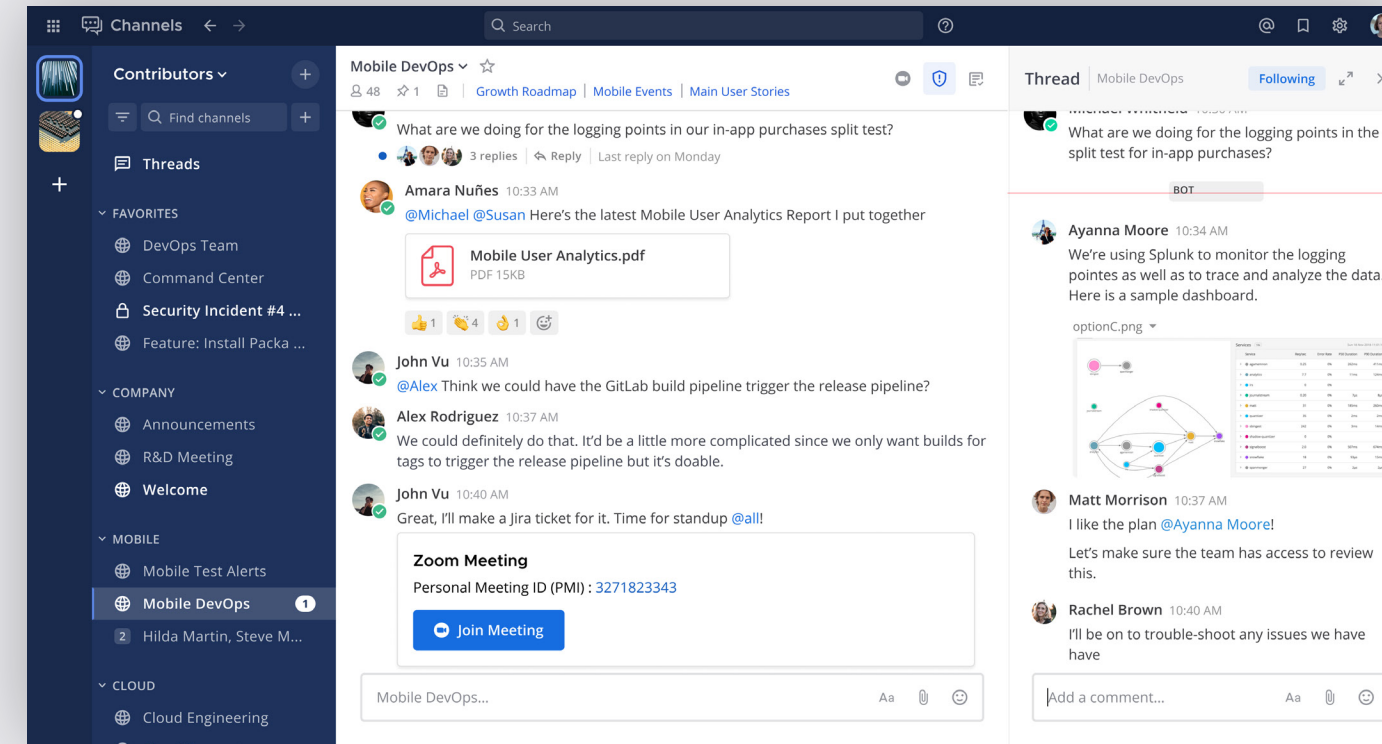
Open source and extensible by design

Supported by a rich ecosystem of community-driven apps, an open API, and a developer framework so you can customize and enhance the platform to meet your unique needs.

Built for your security, privacy, and compliance needs

Choose from self-hosted or secure cloud deployment options that give you the controls you need when you need them.

Unified user interface

Channels
Sync & async communications

Playbooks
Workflows & automation

Calls
Audio & screenshare

Connections

Controls

Mattermost

Channels

All of your team's communication in one place

The foundation of the Mattermost platform is channel-based collaboration. Channels are a seamless part of our platform architecture that is intuitive and easy to use. Channels bring all of your team's communication together so you have full visibility and control.

Mattermost Channels go beyond team messaging and connects your tools and processes. With features like slash commands, code syntax highlighting, rich Markdown formatting, code snippets, and bot integrations, Channels are built specifically for developer collaboration and can be customized from the UI down to the extensions that developers rely on to work effectively.

Stay connected, wherever you are

Persistent channels and 1:1 group messaging, audio calls, screensharing, and file sharing works seamlessly across web, desktop, and mobile.

An all-in-one productivity solution

Channels are tightly integrated with Mattermost Playbooks and Calls so you can move easily from pushing releases into production to automating rollback when incidents arise and triaging ssues over quick voice conversations.

Designed for the way developers work

More than just messaging, Mattermost Channels allow developers to interface directly with third-party developer tools and use CLI-style commands, automation, and integrations to help you reduce context switching and stay in flow.

Gain agility without sacrificing security

Compliant with the strictest data privacy and regulatory policies, Mattermost gives you full control of your data with granular user and admin settings to keep your data safe and secure.

Channels Highlights

- ☑ Unlimited teams and channels
- ☑ 1:1 and group messaging
- ☑ Native audio calls and screenshare
- ☑ Continuous message archive
- ☑ Full history search
- ☑ Integrations with developer tools
- ☑ Automation, slash commands, and bot integrations
- ☑ Rich Markdown formatting and code snippets

Mattermost
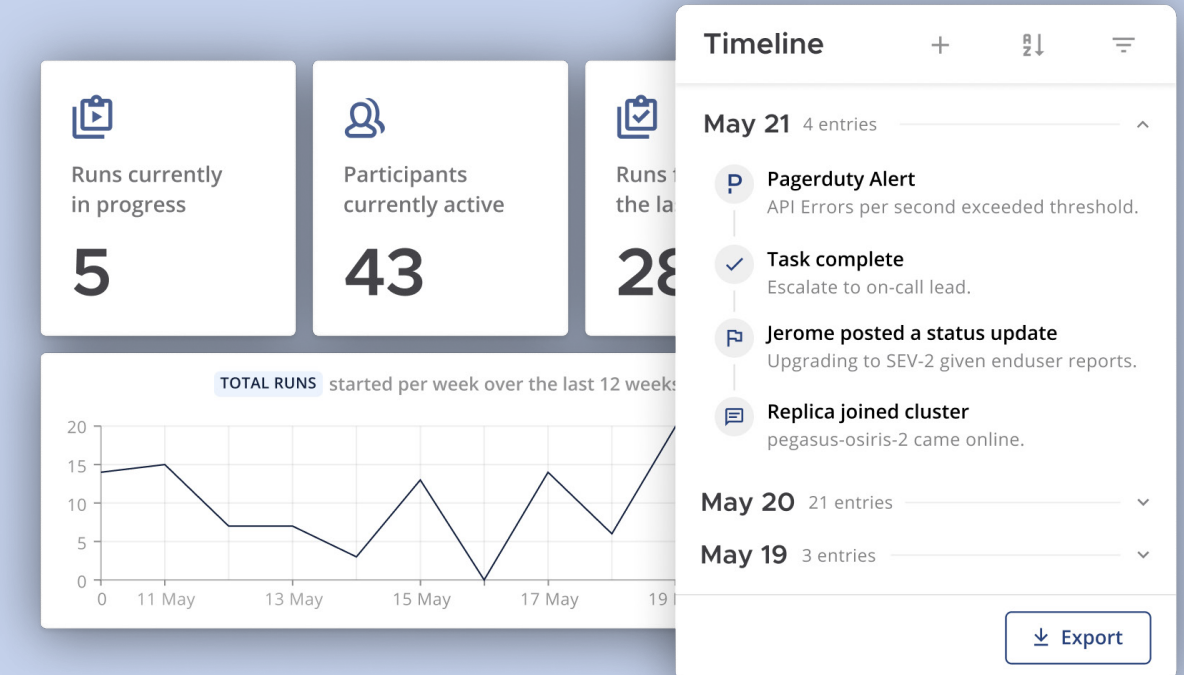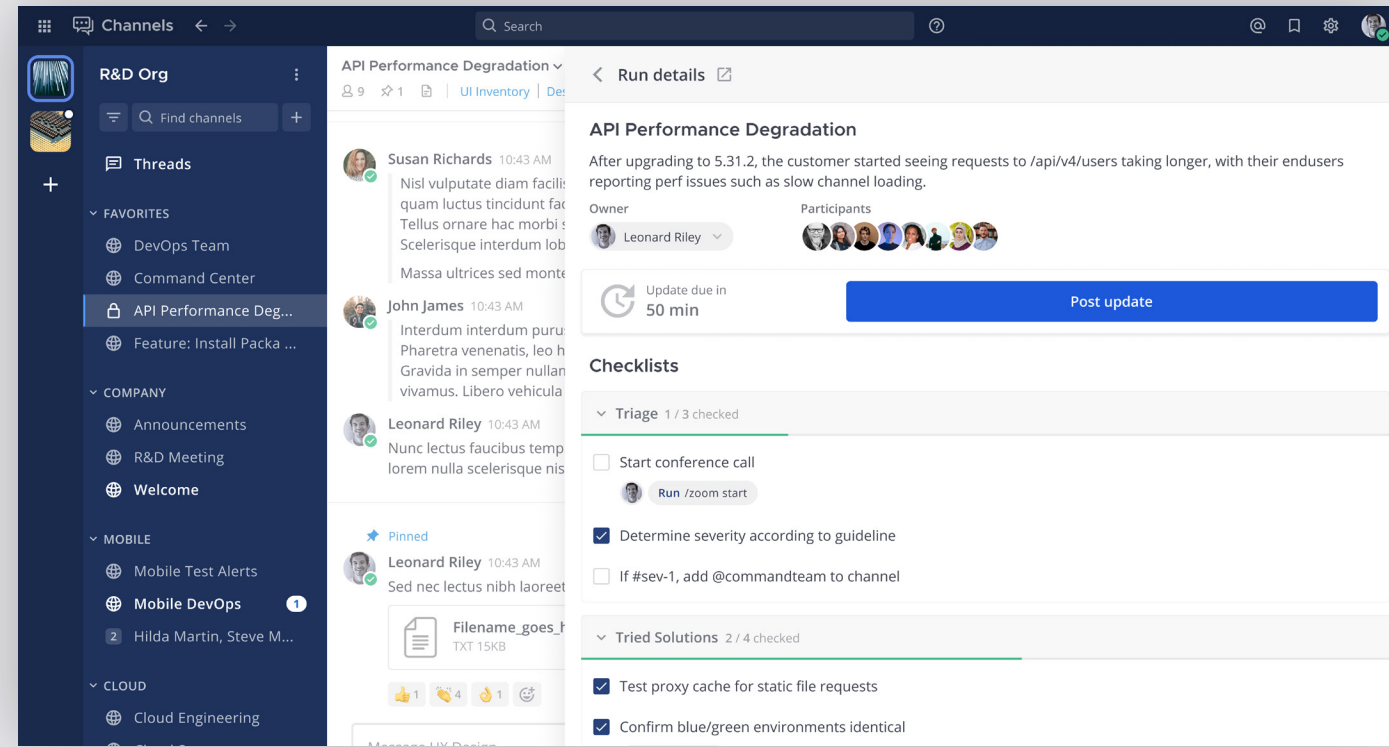
Playbooks

Process documentation, without the context switching

Playbooks streamline complex, recurring processes that enable teams to achieve specific, predictable outcomes. Playbooks make any structured processes repeatable and predictable using checklists, triggers, automation, and tool integrations. But structured doesn't mean inflexible; your playbooks are highly customizable to align with organizational practices. Use templates to quickly codify best practices, or build a playbook from scratch with capabilities to adjust on the fly during dynamic situations.

Playbooks run side-by-side with Channels and increase stakeholder visibility. The dashboard provides status updates, identifies the commander, and clearly defines stakeholders and accountability. Continuous improvement is built into each playbook with learnings and retrospectives. Compliance requirements are addressed with programmatic history archive and export. Playbooks are critical in incident resolution to avoid and minimize costly business disruptions or software release processes to ship high-quality software on time.

Orchestrate complex processes that span tools and teams

Use configurable playbooks with built-in task checklists alongside real-time messaging so everyone knows what's happening now and what to do next.

Ensure quality and visibility

Streamline and prescribe checklists so that each person follows best practices every time. Status updates take away the guesswork to make sure that stakeholders are kept informed without the noise.

Streamline with triggers and actions

Automate repetitive work with a no-code framework so that your team can focus on the tasks that matter most — especially during critical workflows when the clock is ticking.

Improve with every iteration

Retrace what happened and recognize takeaways with retrospective reports and timelines. Incorporate your learnings back into the playbook to make best practices repeatable and scalable.
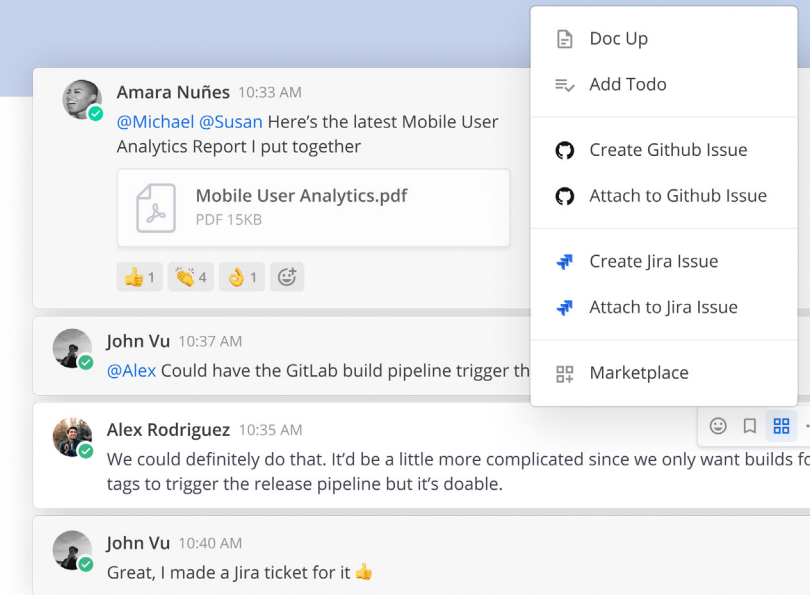
Playbooks Highlights

- Customizable playbooks
- Prescribed and ad-hoc task checklists
- Automated triggers & actions
- Deep integration with Channels
- Retrospective report
- Retrospective timeline
- Configurable templates
- Data export
- Status updates broadcast
- Reminder and countdown timer
- Stakeholder overview
- Aggregate analytics

Mattermost

Integrates Seamlessly with the Tools You Love

Context switching can slow down even the fastest moving development teams. With powerful functionality and flexible developer options to integrate, connect, customize and extend the platform to fit your environments and unique workflows, Mattermost helps keep your team focused on the work, not toggling between tools.

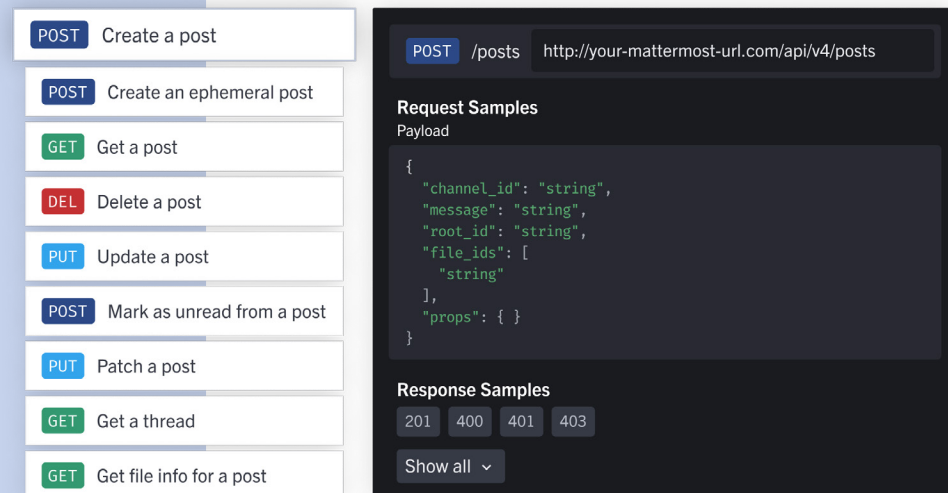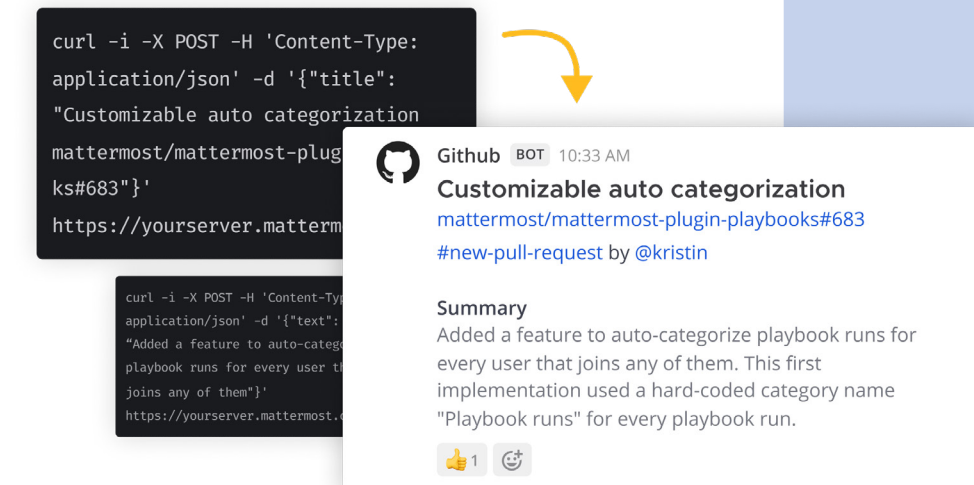## Apps Framework

Developer toolkit to customize the user experience with lightweight add-ons that support complex user interactions via simple HTTP commands.

Custom Bots

Deploy interactive bots to issue commands and receive responses directly in a channel. Build your own bot or browse what the community has to offer.

Interactive Messages

Use interactive message buttons and menus directly in a channel with webhooks, custom slash commands, and plugins.

Slash Commands

Turn any channel into a CLI — use built-in or custom slash commands to execute custom actions directly in the Mattermost UI.

Webhooks

Post to channels or listen for new messages with incoming & outgoing webhooks.
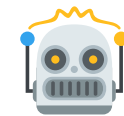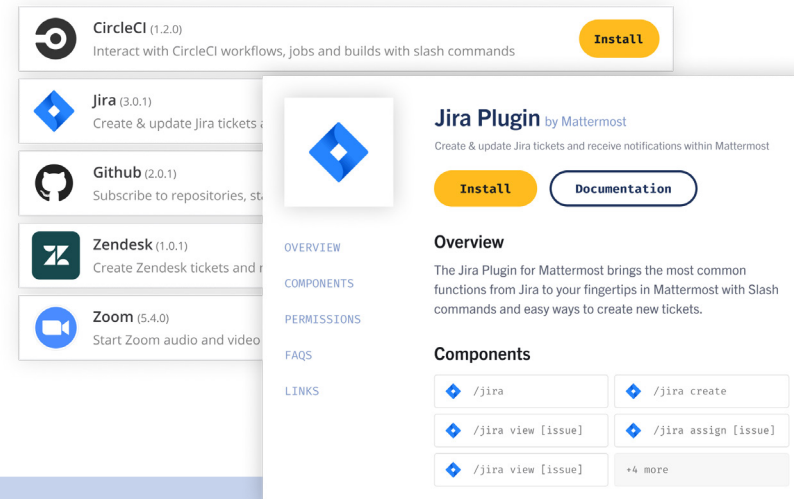
REST API

Build bots and other interactions for users, channels, and everything else that happens on your Mattermost server via a modern REST API that meets the OpenAPI specification.

Plugins

Completely customize the user experience with deep, fully integrated plugins written in Go.

Modify Source Code

Modify source code to customize Mattermost to meet your specific needs.
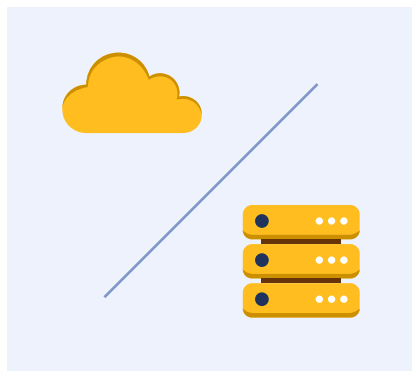
Zapier Support

Mattermost supports Zapier to enable connection to over 700 public cloud services, like Email, Gmail, GitHub, Jira, BitBucket, and Confluence.

Meet the Strictest Security, Privacy, and Compliance Requirements

Mattermost is the only solution that offers self-hosted and secure cloud deployment options. You always have complete control over your data, so you can meet the most demanding security, privacy, and compliance requirements — even the ability to deploy in an air-gapped environment.

Mattermost is easily customized to meet your specific compliance requirements with fine-grained data retention, audit logs, and the ability to programmatically archive and export records. We provide full access controls and give teams the ability to set granular permissions to control access to sensitive data.

Self-hosted Deployment & Database Ownership

Retain full control over your company's sensitive data with no third-party monitoring.

- Get a secure, on-premises installation in your data center with layered security options (SSL, VPN and DMZ)
- You own the database (MySQL or PostgreSQL) and manage all internal controls
- Keep integration connections completely private for tools like Jenkins, Git, and Zoom
- Host on the secure cloud of your choice such as Azure or AWS — no need to send Active Directory data over a public network

Advanced Mobile Security

Our mobile apps work with EMM solutions. Full source code is available for custom solutions.

Built-in Identity & Access Controls

Define granular controls for enterprise data archiving to keep data properly secured and accessed.

- Multi-factor authentication (MFA)
- Session duration configuration
- User and group provisioning via Active Directory and LDAP
- SAML-based single sign-on (SSO)
- Certificate-based authentication (CBA)
- Enterprise mobile management (EMM)
- Block message copy and file download
- Minimum app version

Information Governance & Compliance

Pull compliance reports on user conversations and behaviors. Audit logging enables oversight and protection of ethical boundaries.

- Global retention policies
- Compliance exports
- Role-based access control with custom permissions
- Custom terms of service (TOS)
- Block message contents from appearing in mobile application notifications

Our Security Architecture & Practices

- Encryption in transit
- Encryption at rest
- Network and security hardening
- System monitoring
- Annual penetration testing
- Manual and automated source code reviews
- Regular security updates delivered to the community prior to public disclosure
- Continual Commitment to the principles of GDPR and CCPA
- CVE Numbering Authority (CNA)
- Bug bounty program and Responsible Disclosure Policy

FAIRPHONE

Fairphone makes phones designed for lower environmental impact. They needed a collaboration solution that could meet their strict security and data retention requirements, while also aligning with their open source philosophy. Mattermost has become a seamless part of the company's workflows, improving both productivity and morale across the organization.

The IT team has felt the biggest impact, primarily from the multiple tool integrations they have deployed. By integrating Mattermost with Nagios for infrastructure monitoring, they have greatly improved visibility and incident response times.

"The greatest benefit of Mattermost is that **it unclutters our communication.** We've been able to get rid of those pesky reply-to-all mail threads that drive everyone crazy."

Leo Makkinje
Site Reliability Engineer

U.S. AIR FORCE

To stay prepared to execute vital missions, the Air Mobility Command (AMC) of the U.S. Air Force carries out comprehensive, recurring readiness exercises called Mobility Guardian (MG23). By design, Mobility Guardian exercises are largely unscripted. Implementing ChatOps enabled teams to leverage tools like asynchronous comms channels and collaboration platforms like Mattermost to support mission activities.

Using Mattermost enables flight crews to securely access critical documents from mobile devices anywhere in the world. Mattermost is built on open standards, allowing for seamless integration with AMC's flight crew scheduling application, Puckboard.
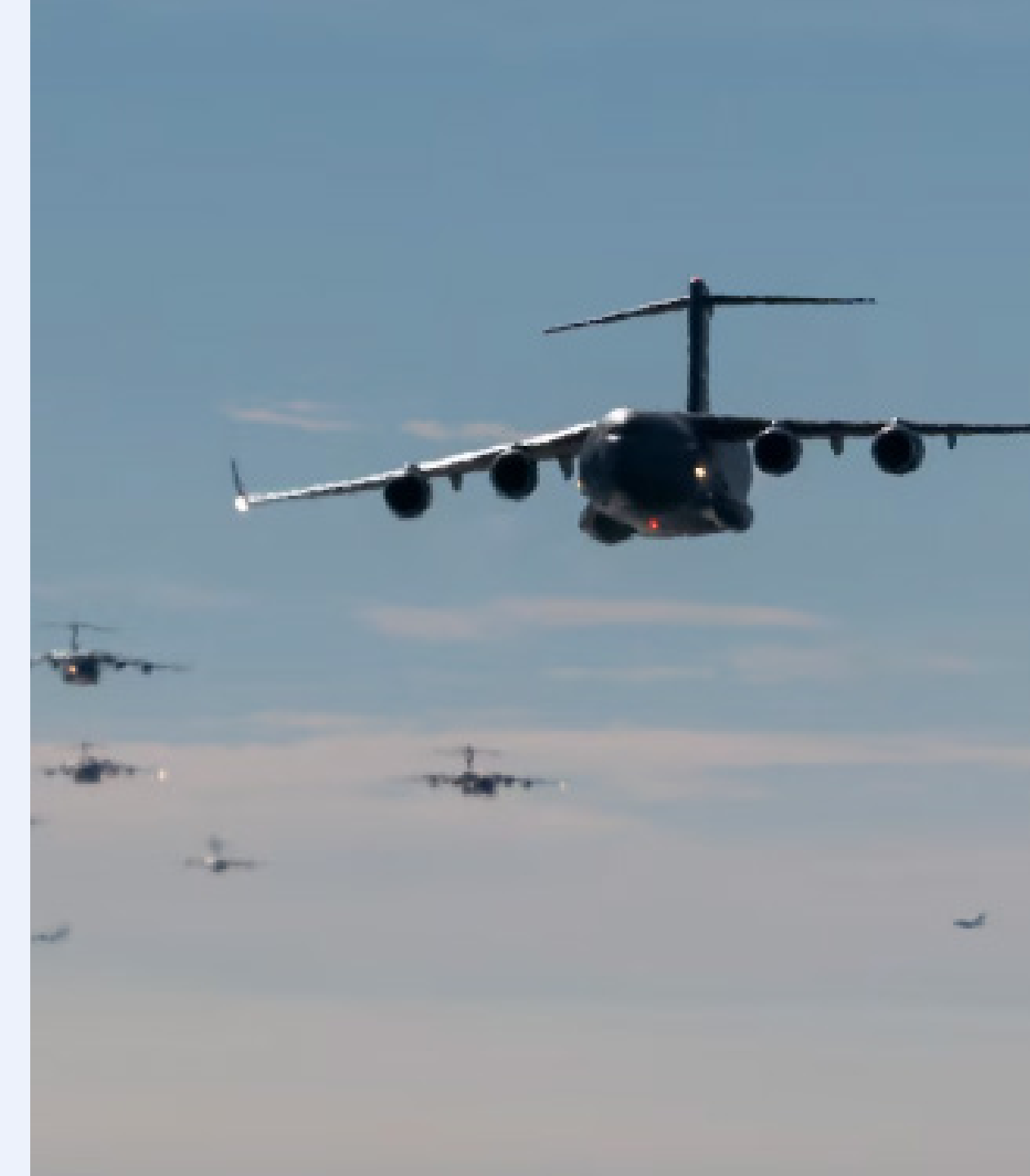
crossover

Crossover Health provides accessible, affordable healthcare services to companies and individuals. With a distributed team spread across more than 44 locations throughout the United States, keeping patient data private and secure while enabling the team to collaborate is essential.

Crossover rolled out Mattermost as a secure, HIPAA-compliant collaboration platform to keep teams connected. By using Mattermost to streamline IT support management and automate repetitive processes, the Crossover team has increased average support ticket resolution time by 99%.

xpramacom

Pramacom is a communications company based in the Czech Republic that is tasked with operating and maintaining a digital radio network that's part of an integrated rescue system police, firefighters, first responders, and army units use to ensure the safety of Czech citizens. Ahead of the rollout of GDPR, they becan looking for a secure messaging solution that they could host on their own servers.

With Mattermost facilitating quick communications between departments and teams in the field, the Pramacom team is able to work more productively.To speed up workflows, they've used bots and webhooks to integrate applications, monitoring tools and GitLab.

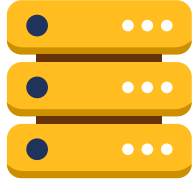# Create a Mattermost Workspace Today

Within minutes you can unite your people, tools, and processes. Secure, open source, and made for developers.

Cloud

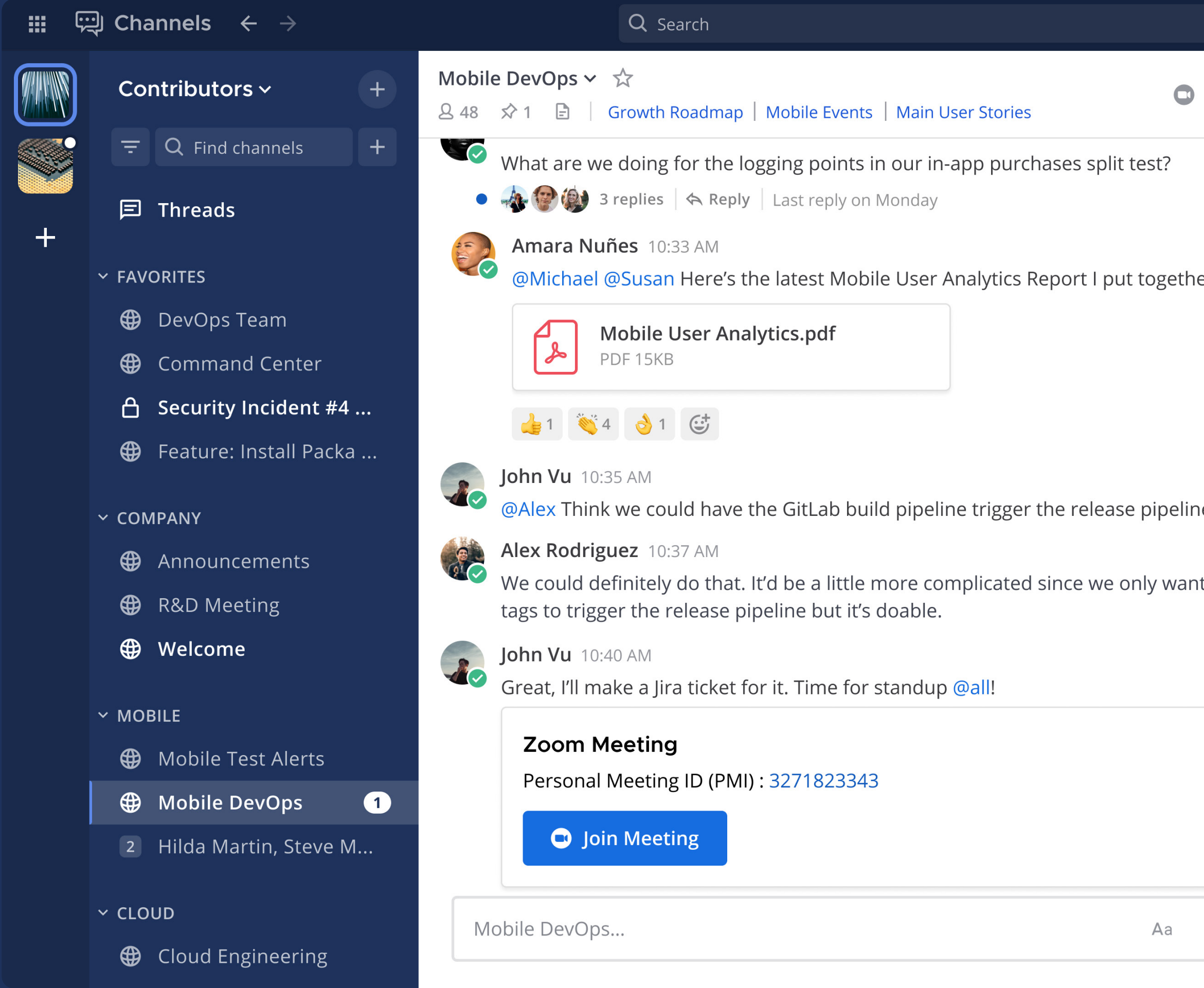Get up and running immediately in your own private cloud instance.

Try It Now

Self-Hosted

Host Mattermost on your own infrastructure.

Try It Now