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Platform Overview

##

Collaboration Built for Developers



About Mattermost

Mattermost is an open source platform for secure collaboration across the entire software development lifecycle. Hundreds of thousands of developers around the globe trust Mattermost to increase their productivity by bringing together team communication, task and project management, and workflow orchestration into a unified platform for agile software development.

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.



A note from the CEO

As organizations navigate the shift to always-on digital operations, teams that effectively align their people, tools, and processes across each stage of the development lifecycle are increasing their velocity, with improving delivery and gaining a strategic advantage.

With developers 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 every R&D team in the world improve their operations and productivity with collaboration solutions built specifically for the way they work.

We’ve prepared this overview to explain exactly how we help R&D teams establish a collaboration layer that enables agile software development and improves their DevOps, Incident Response, CI/CD, and even Service Desk operations. 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 www.mattermost.com/trial to experience the full platform for free.

With gratitude,

Ian Tien
Co-Founder and CEO of Mattermost

Ali Rowghani
YC Managing Partner
Continuity



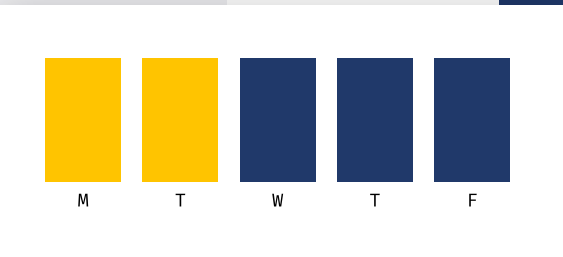
“We believe that open source will drive innovation in enterprise messaging and collaboration just as it has for the infrastructure stack that powers the world’s largest companies.”

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

R&D 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 developers play. Still, mastering digital operations requires alignment across teams, tools, and processes across each stage of the development lifecycle — from planning and building software to releasing and maintaining it.

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.

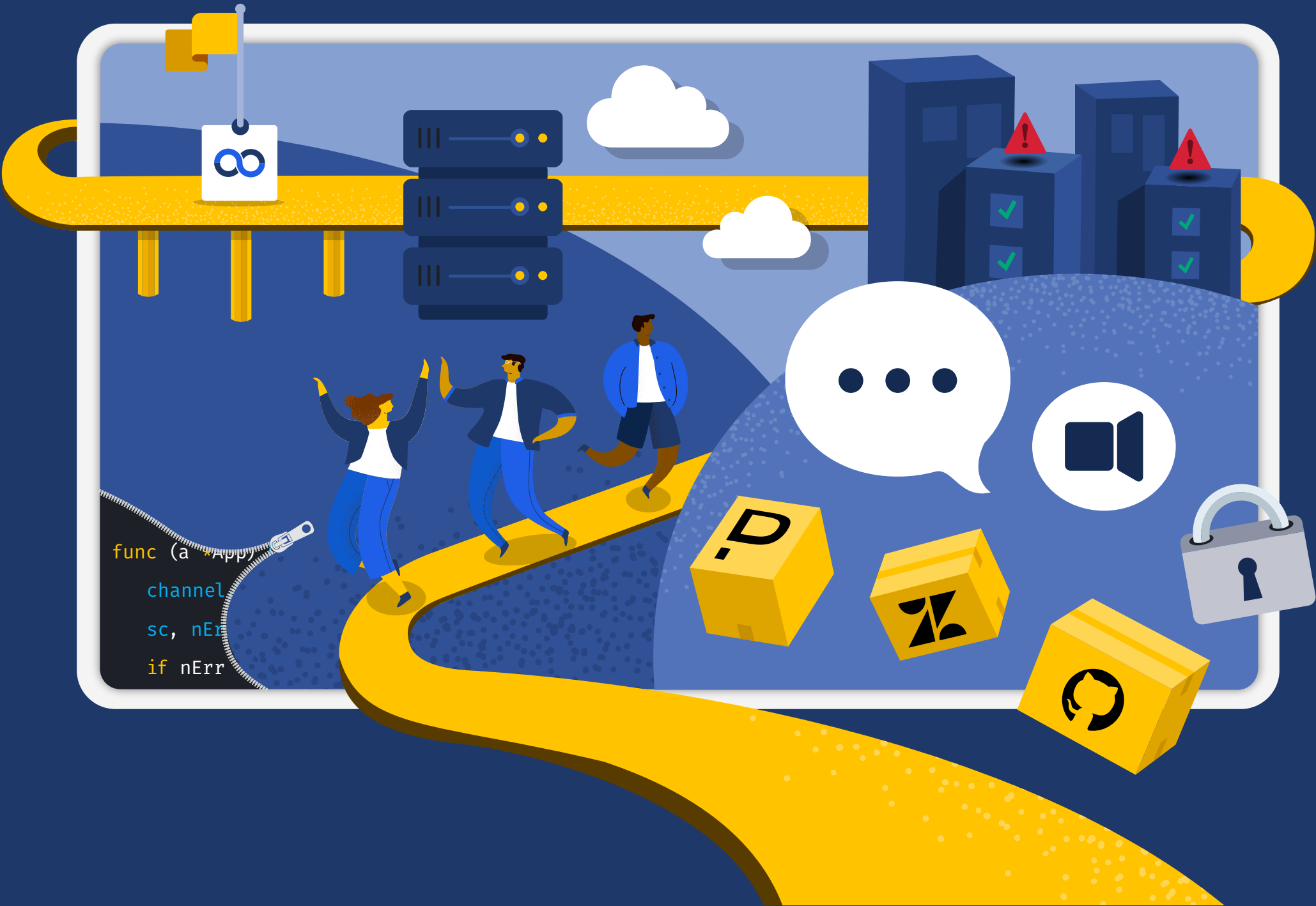
Developers have tried using general-purpose collaboration tools to stitch together their digital operations, but it hasn't worked. Constant workarounds lead to fragile processes and siloed data that keeps teams from optimizing production efforts while pulling resources away from development work.

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



“Mattermost has brought modern collaboration to the whole organization.”



Make your work **flow** with Mattermost

Unlike other solutions, Mattermost is explicitly built for R&D use cases. Our platform brings together team communication, task and project management, and workflow orchestration into a unified platform for agile software development.

With Mattermost, developers can 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 Developers ❤️ Mattermost


We're committed to helping the world build better software by aligning teams, tools, and processes at every time scale.



Secure

Protecting *your* data is our #1 priority


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



Developer-Centric

Built for the way you work

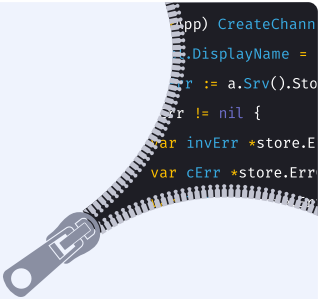

Mattermost is purpose-built to help development teams bring together communication, collaboration, and workflow management across your tools with features that help you collaborate when coding, sprint planning, deploying, and during outages and support escalations.



Integrated

Designed to eliminate context switching

Mattermost provides a single point of collaboration that connects the best-of-breed developer tools your team uses every day and can be customized to fit your specific needs. Spend less time toggling between tools and more time coding and building.



Open Source

Innovation starts with open source

We're committed to open source and our community of over 4,000 contributors worldwide. We strive to be open and transparent in community engagement, including public visibility into the product roadmap and the ability to nominate features.

Mattermost by the Numbers

**800+** Global Customers

**800,000+** Downloads & Workspaces

**30,000+** Code Contributions

**4,000+** Open Source Contributors

**25,000+** GitHub Stars

20 Languages /

1.5 million+ words translated



Teams That Ship Fast Trust Mattermost







Keeping Developers Agile and Aligned Across Industries

Whether you're building Mars Rovers, designing popular video games, protecting sensitive patient data, or developing the next big software innovation, Mattermost helps your team collaborate efficiently while keeping your data safe in your hands — and yours alone. Join teams around the world who have accelerated development and optimized production with Mattermost.



Incident Resolution

Whether you're rolling back a release or recovering from a security breach, every second counts. But information siloes and weak processes can drag down your response time and leave customers at risk.

Mattermost is the only team collaboration platform purpose-built for rapid incident response, with customizable playbooks designed to help your team automate incident response and keep your business running smoothly.



CI/CD

Collaborating on thousands — or millions — of lines of code requires tight alignment and coordination across teams and tools. Get visibility and control across your entire CI/CD pipeline with channel-based collaboration, tool integrations with two-way communication, automation, and bots to cut manual tasks.

Document best practices and give teams checklist-based playbooks with clear accountability and automation for speed and accuracy. Centralize and automate notifications across your toolchain.



Secure Collaboration

Self-hosted and secure cloud deployment options enable complete control over your data so you can meet the strictest security, privacy, and compliance requirements.

Added enterprise security features to help you gain a strategic advantage by balancing compliance and service assurance with development velocity.



DevOps

Track your product roadmap, plan features, and assign sprint tasks with ease and flexibility. Code socially, review PRs quickly with repository integrations, get input from peer groups, and build a community of practice to improve the quality of your code.

Release with confidence — and on time — with process checklists, CI/CD monitoring, and automation. And when production incidents happen, prescribed processes help you resolve them quickly and make sure they don't happen again.



Workflow Orchestration

Digital operations make communication, visibility, and control easier across teams, processes, and tools. But fragmented workflows kill productivity. You need a solution built for real-time collaboration all the way through to long-term planning because different workflows span multiple time frames.

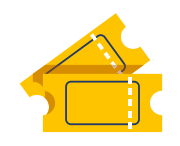
Mattermost is your modern productivity stack for team alignment from end to end across the development lifecycle.



Test & QA

Testing teams that support large, fast-moving dev teams are always stretched thin. Juggling different tools wastes time and increases the chances of bugs finding their way into production. Accelerate and simplify your QA with a collaboration platform for keeping QA and dev agile and aligned across the entire development cycle.

Bring your testing tools, team, and workflows together for faster, more efficient testing and easily automate repetitive tasks to keep your team focused on shipping high-quality software.



IT Service Desk

IT teams handle tons of requests every day. But while the tools you have may be great for ticketing and tracking, they just weren't made for team collaboration when an incident arises. With so many manual processes, disparate tools, and communications flying around channels like email, text, and phone, issues can go unaddressed and easily reoccur.

Mattermost brings all your IT collaboration needs together into one platform. Your team stays aligned so you never miss a ticket, and your team gets the help they need faster than ever.



APM & NPM

Monitoring the health and performance of your environment will only get you so far without taking the proper action. Fix issues faster with a collaboration solution that integrates deeply with your APM and NPM tools.

Now you can improve your response time with embedded alerts and notifications in a single space that gives teams full control and visibility without toggling between tools.



CASE STUDY

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.



One Platform to Unite Devs, Ops, and Everything in Between

The Mattermost platform brings team messaging, task and project management, 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 developer 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 R&D processes – from planning sprints to managing releases to resolving production incidents.

Communicate and collaborate any time, anywhere

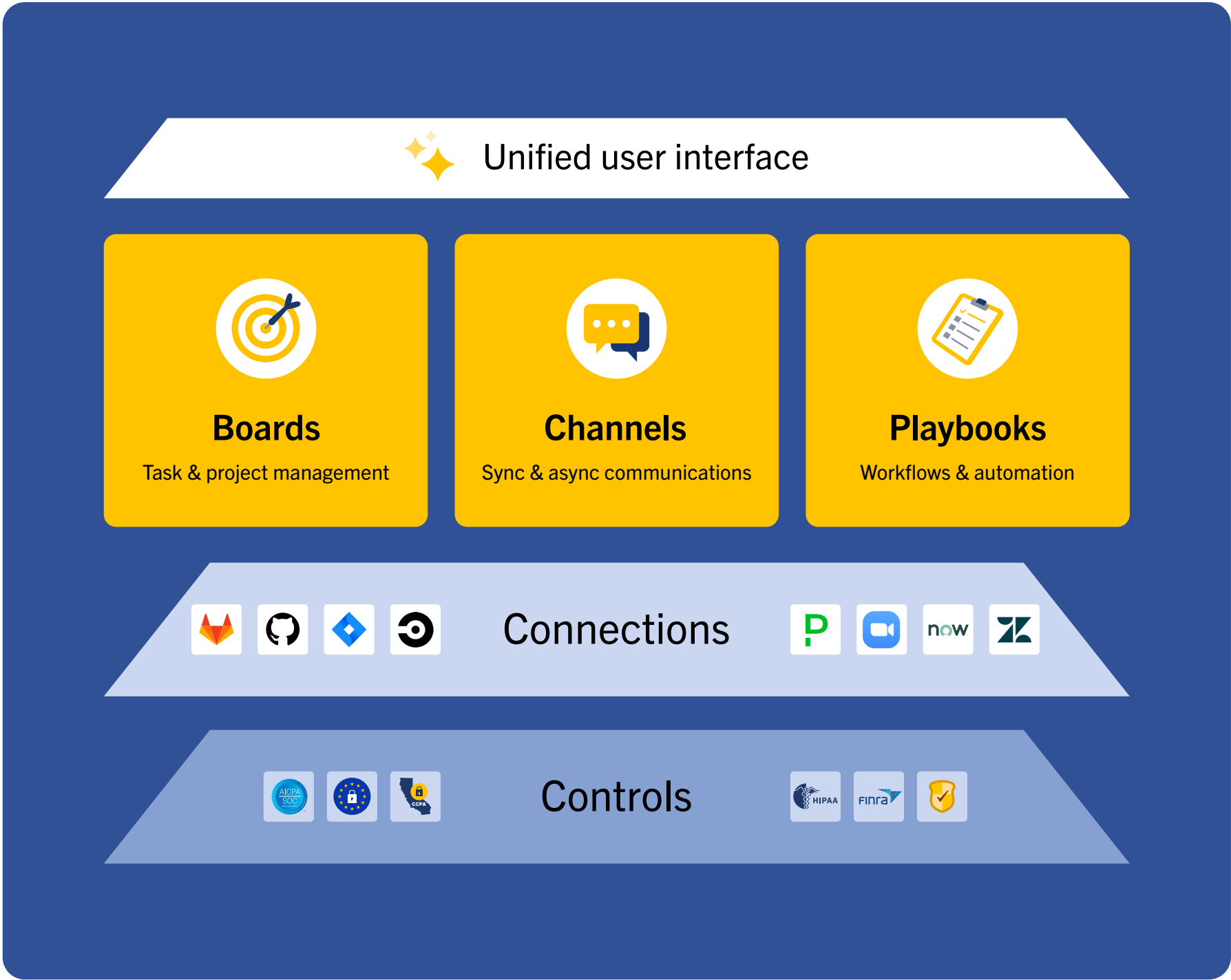
The only unified solution with a shared set of platform services and a powerful UI structured around channel-based communications, checklist-based process execution, and card-based task/project management.

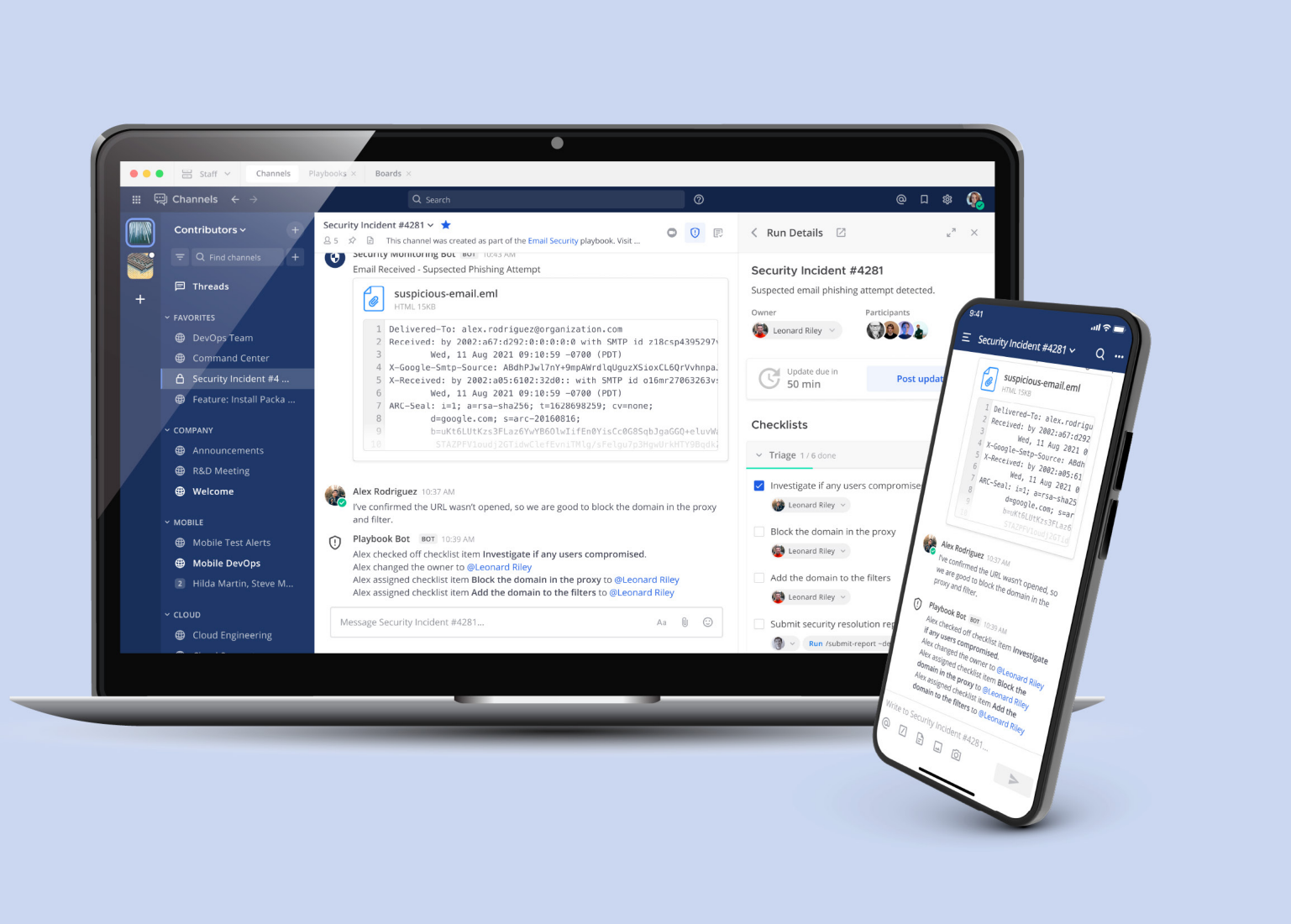
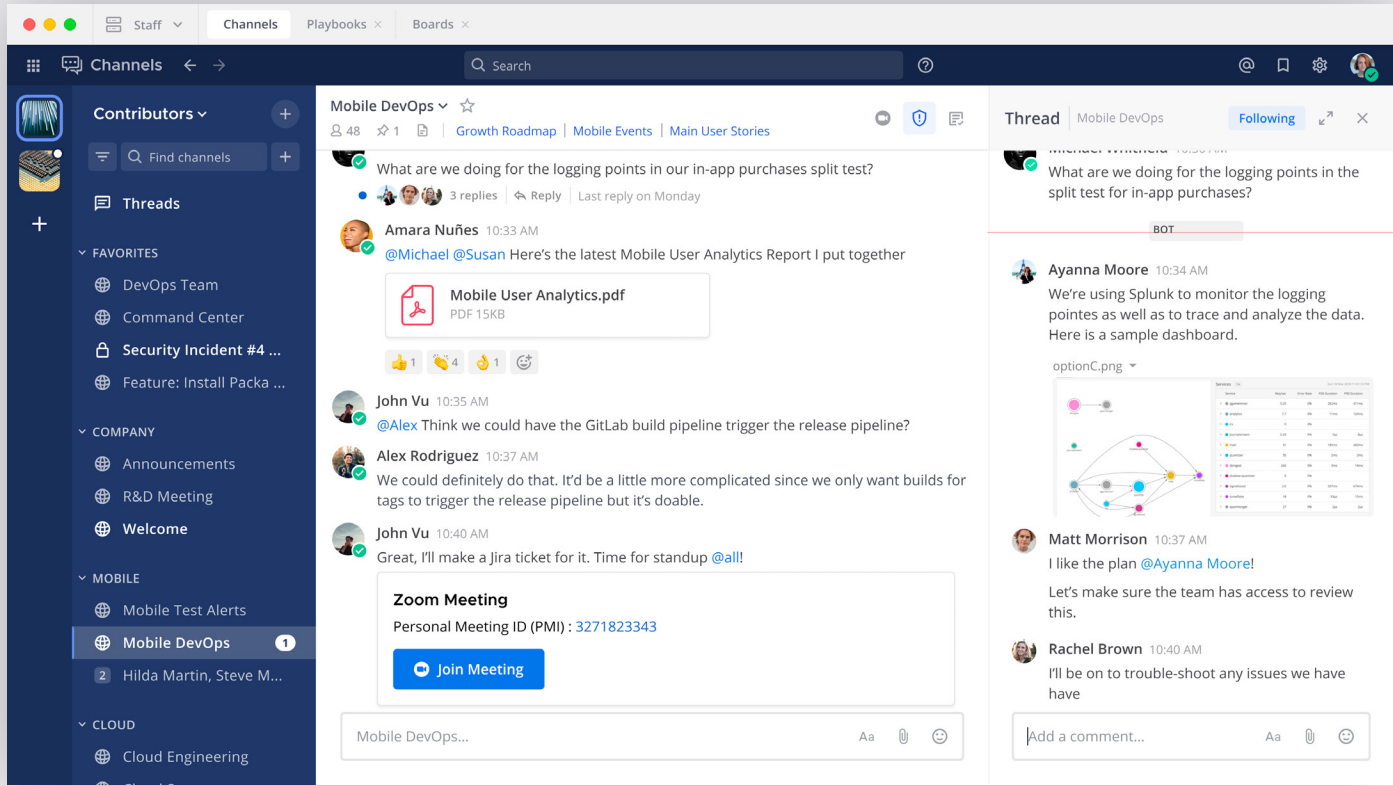
Open source and extensible by design

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.





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 R&D 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, meeting, and file sharing works seamlessly across web, desktop, and mobile.

An all-in-one productivity solution

Channels are tightly integrated with Mattermost Playbooks and Boards so you can move easily from sprint planning and milestone tracking to pushing releases into production and automating rollback when incidents arise.

Designed for the way developers work

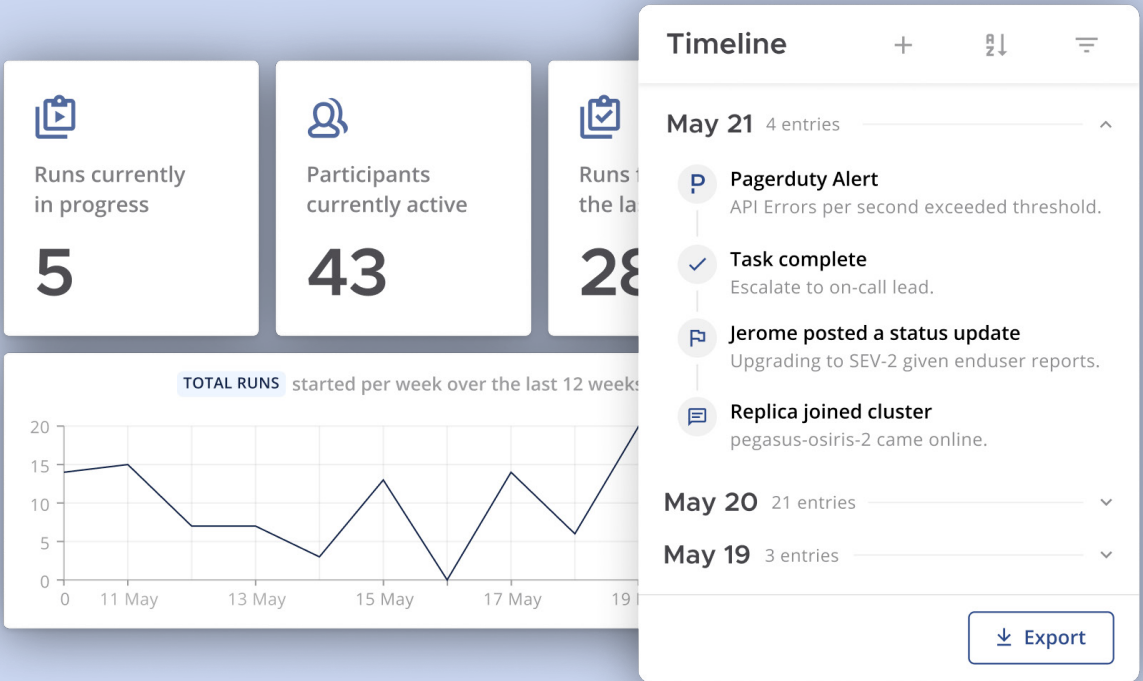
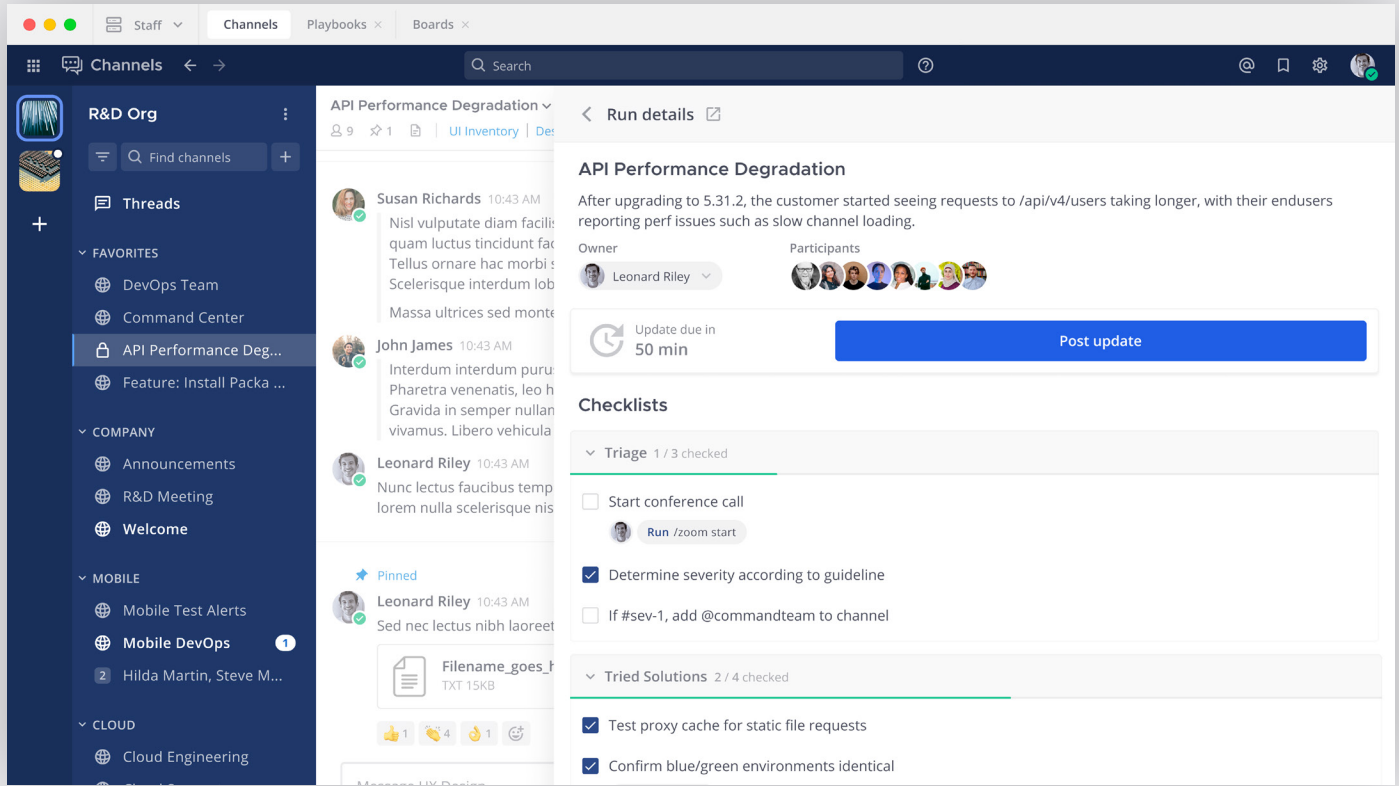
More than just messaging, Mattermost Channels allow developers to interface directly with third-party developer tools and use CLI-style commands, automation, and integrations to help you reduce context switching and stay in flow.

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
- ✔ Integrations with developer tools
- ✔ 1:1 and group messaging
- ✔ Automation, slash commands, and bot integrations
- ✔ Audio/video integrations
- ✔ Rich Markdown formatting and code snippets
- ✔ Continuous message archive
- ✔ Full history search



Playbooks

Build it. Ship it. Fix it. Faster.

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

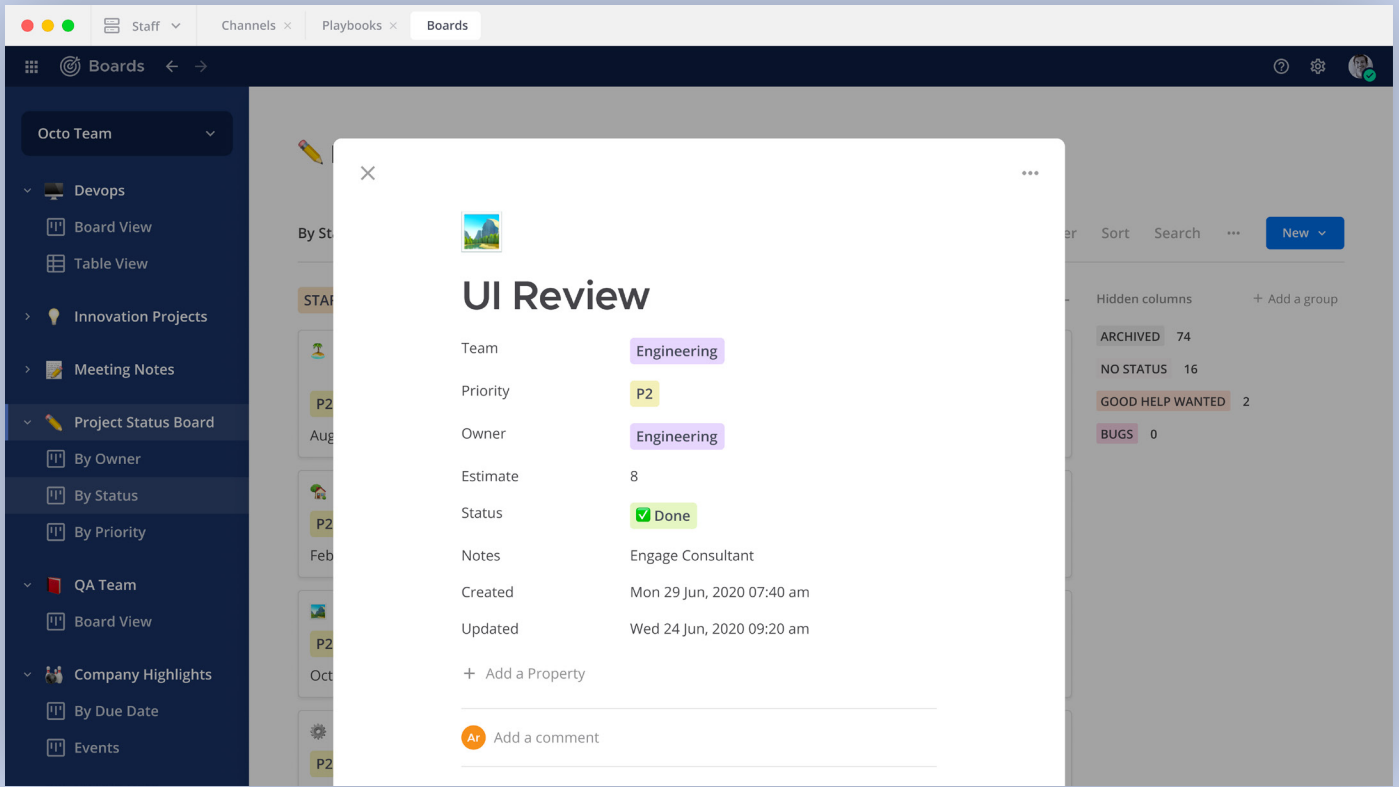
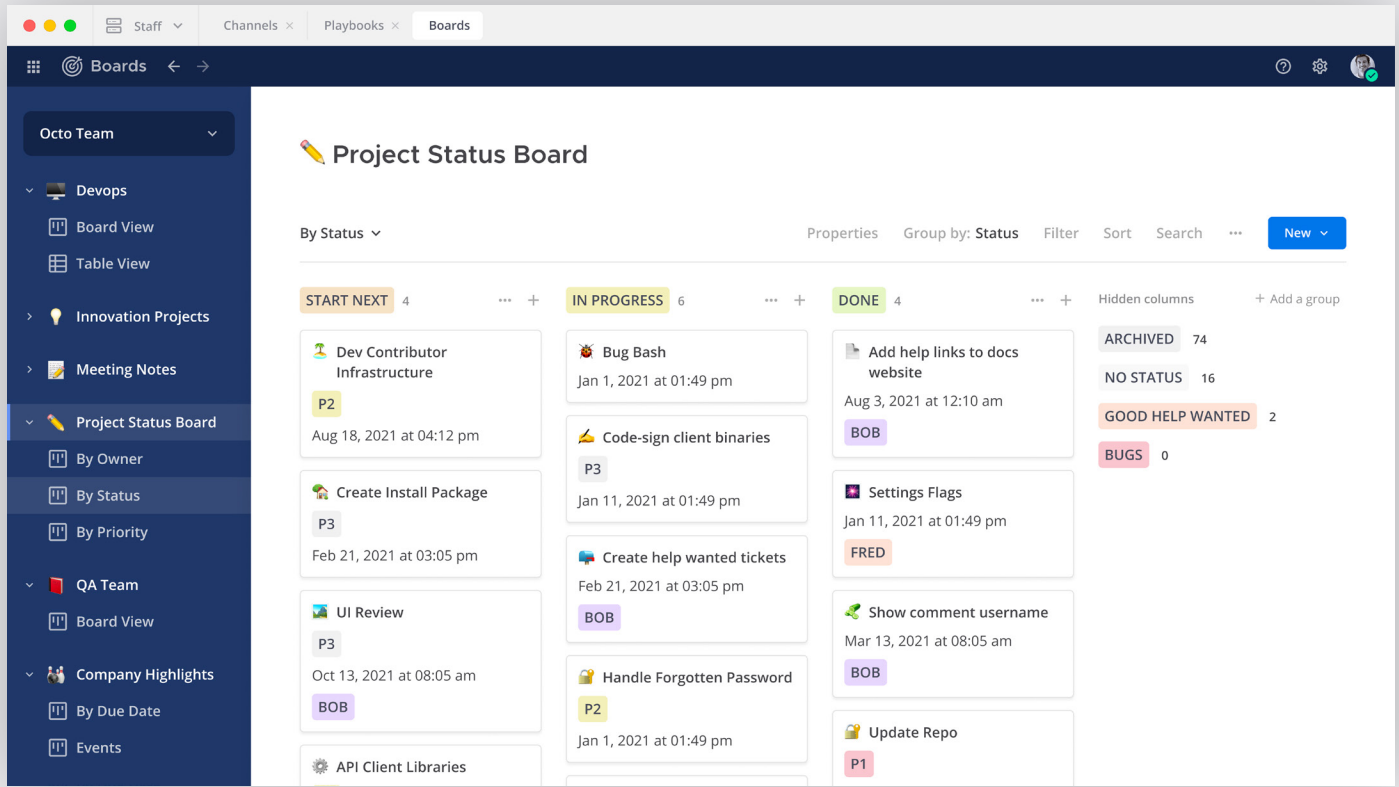
Automate repetitive work with a no-code framework so that your team can focus on the tasks that matter most — especially during critical workflows when the clock is ticking.

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



#

Boards

##

Plan any project. Hit every milestone.

Boards offer familiar Kanban-style management to help teams achieve project milestones and manage projects and tasks of any size. Boards are perfect for tracking tasks for sprints and features in roadmap planning. Keep all every resource available and accessible, including documents, images, and links.

With Boards, your team stays in sync and on schedule with project management that's tightly integrated with channel-based collaboration. Increase visibility into milestones and task ownership across teams and projects with a flexible and adaptable framework tailored to how developers work.

Manage every phase of DevOps

Plan and collaborate on upcoming releases with roadmap boards. Manage builds with sprint boards. Deploy with confidence using a release board. Operate efficiently with service status boards. Stay in sync at every time scale.

Customizable to fit every workflow

Build your own boards or use included templates. Create custom views with group, filter, and sort to provide multiple perspectives. Specify unlimited custom properties per card, and tailor them to how your team works, from sprint planning to major product launches.

Open source and extensible

Run Boards on your stack so you can control and upgrade at your pace – no need to worry about lock-in or deprecation. Achieve a new level of customization and extensibility with access to source code and join a community of over 4,000 contributors working every day to improve the platform.

Boards Highlights

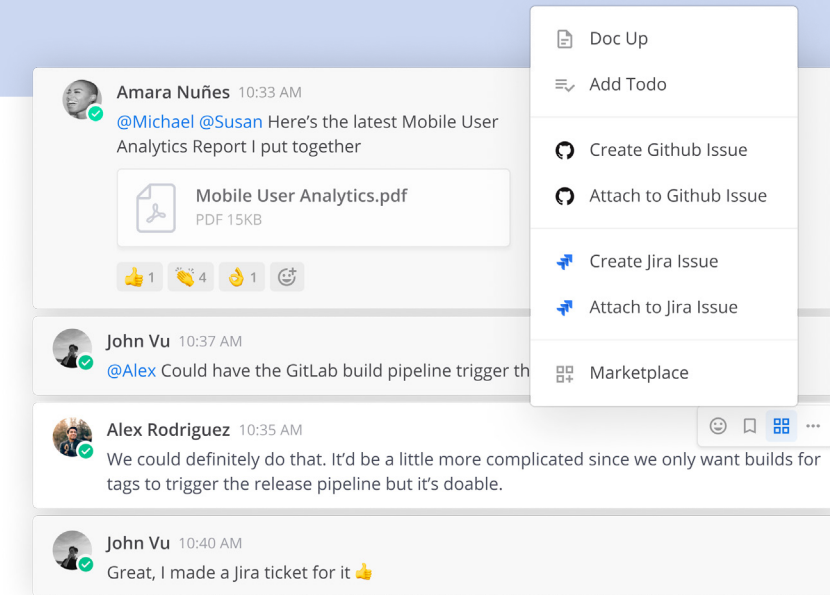
- ✓ Kanban boards
- ✓ Multi-team views
- ✓ Project cards & tasks
- ✓ Unlimited custom attributes
- ✓ Group, filter, and sort tasks
- ✓ Customizable templates
- ✓ Archiving & backup snapshots
- ✓ Messaging and meeting integrations
- ✓ File sharing
- ✓ Meeting notes
- ✓ Priority labeling

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.

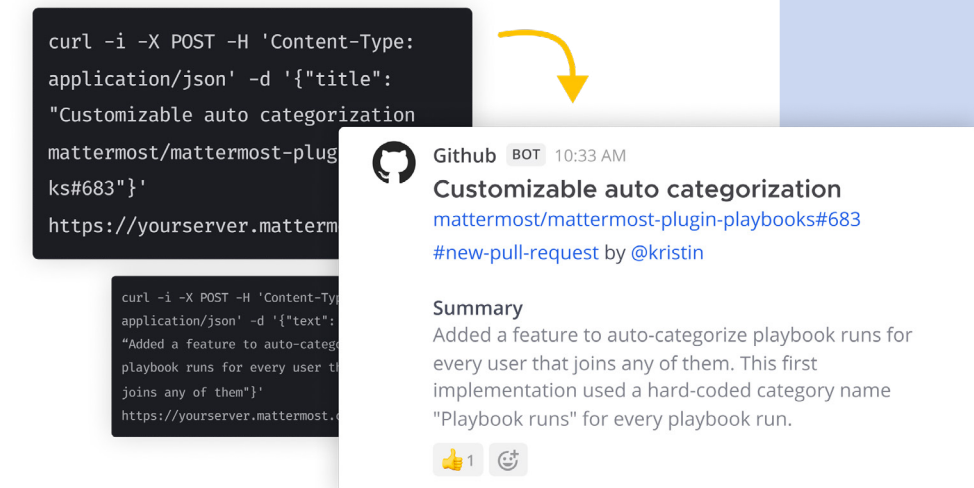
App Framework

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



Webhooks

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



Slash Commands

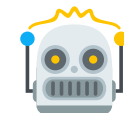
Turn any channel into a CLI — use built-in or custom slash commands to execute custom actions directly in the Mattermost UI.

Interactive Messages

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

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.



Zapier Support

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



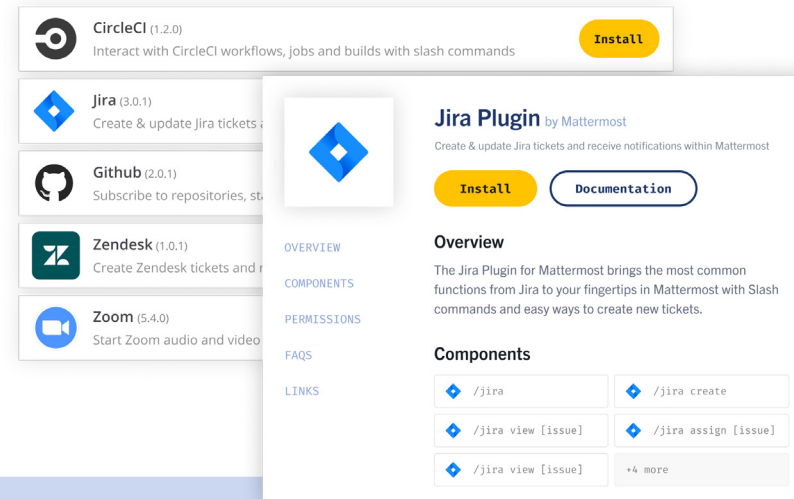
Modify Source Code

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



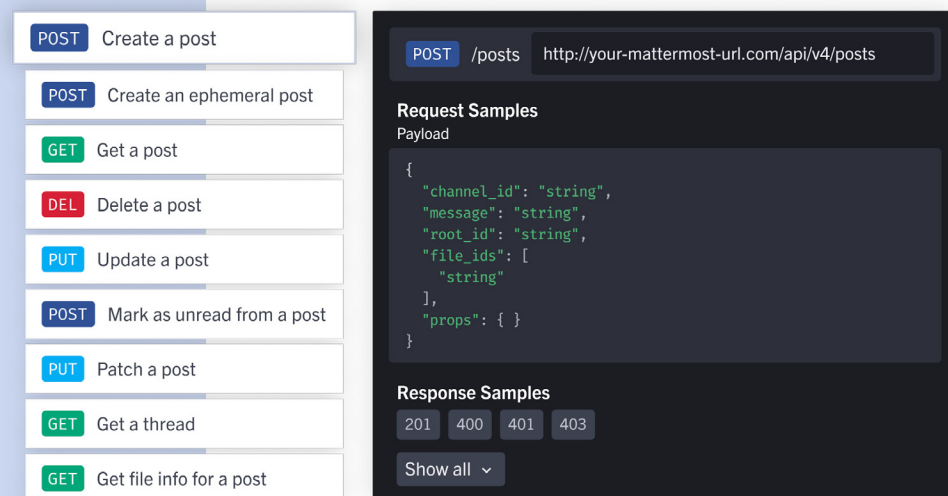
Plugins

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

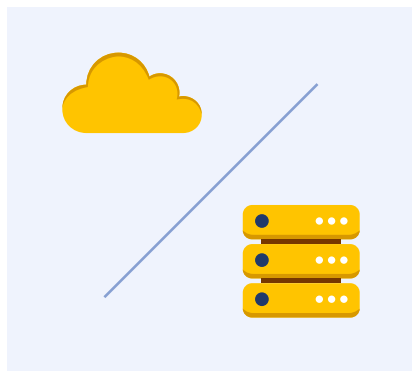


REST API

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.



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

CASE STUDY

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.”

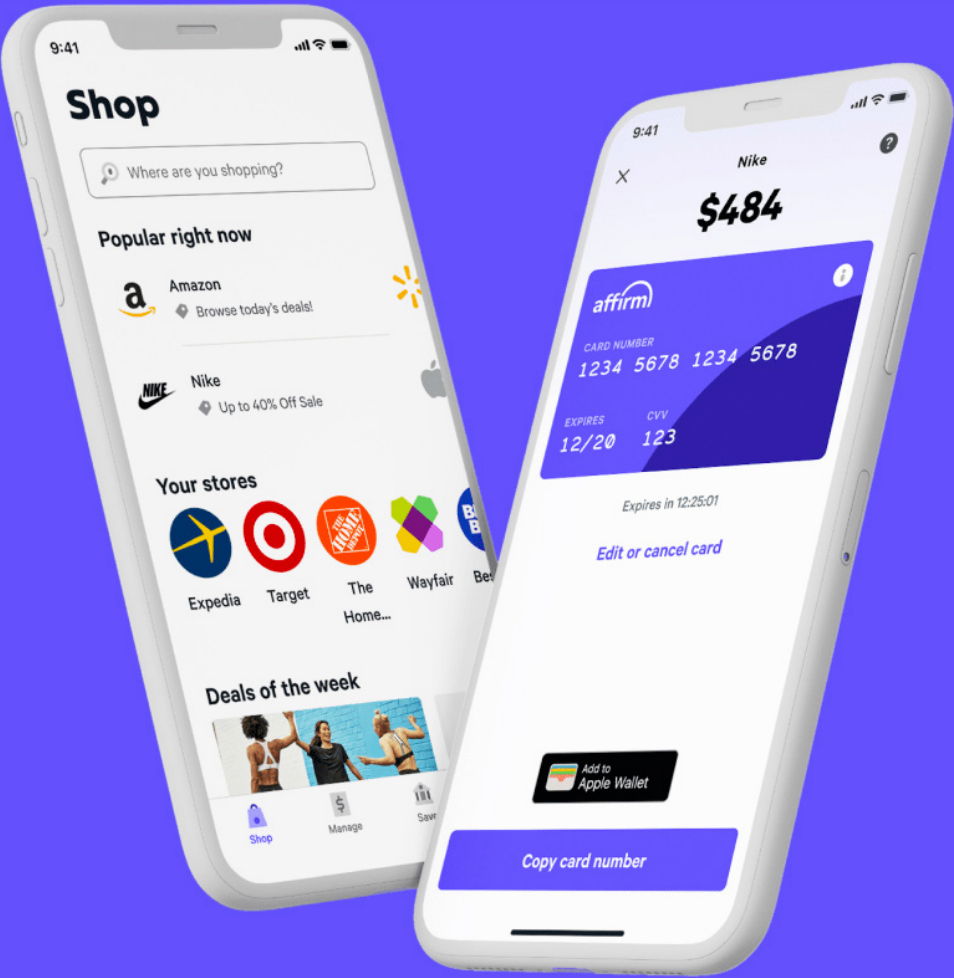
Leo Makkinje
Site Reliability Engineer

CASE STUDY



Ecommerce payment solution Affirm had struggled to keep their team connected with multiple, fragmented collaboration tools used across the organization. Consolidating on Mattermost provided a customized, unified experience that resulted in higher productivity and improved user satisfaction.

Affirm integrated essential monitoring tools including Pagerduty and Rollbar with Mattermost to create a centralized notification channel and response process. Now they find and resolve problems before they impact users. The team also built a custom integration to pipe App Store reviews into Mattermost, enabling the team to to flag customer reviews that required immediate attention.



CASE STUDY



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%.



CASE STUDY



Health-ISAC is a global, non-profit organization offering members a trusted community and forum for coordinating and sharing vital physical and cyber threat intelligence. But security concerns about many of the collaboration platforms on the market led to reduced usage and engagement among members.

Mattermost offered the solution with the security profile that the H-ISAC community needed to confidently adopt it, including an Okta integration for SSO. Now, nearly all 4,000 list members actively communicate in Mattermost regularly. The platform has played an essential role in coordinating responses to wide-scale security incidents such as WannaCry and NotPetya.



Create a Mattermost Workspace Today

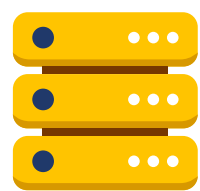
Within minutes you can unite your people, tools, and processes. Secure, open source, and made for developers.



Cloud

Get up and running immediately and experience the full Mattermost platform for 14 days. No credit card required.

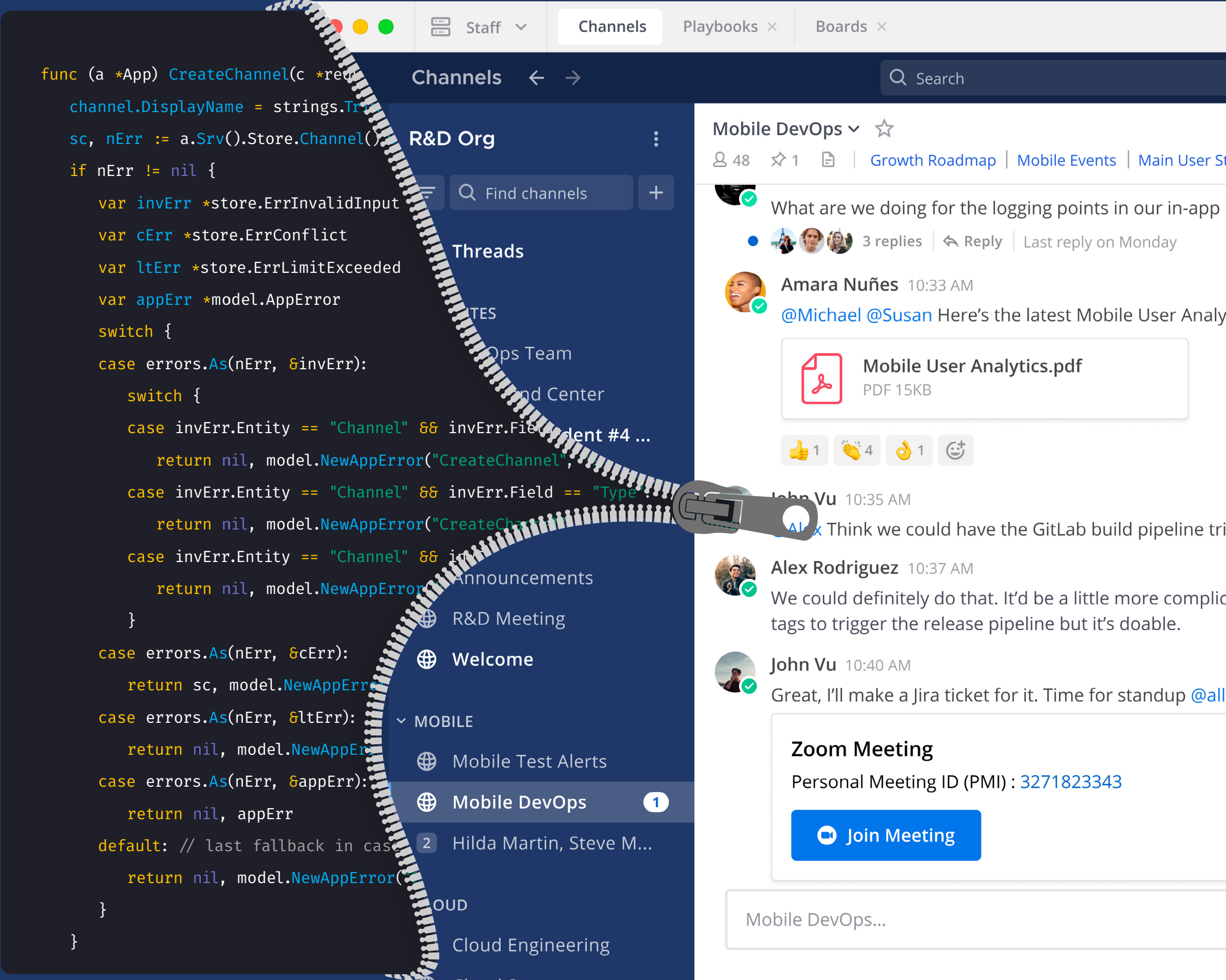
Try It Now



Self-Hosted

Try Mattermost on your own server for the most secure option imaginable. Popular with customers in highly-regulated industries.

Try It Now





Mattermost