Mattermost

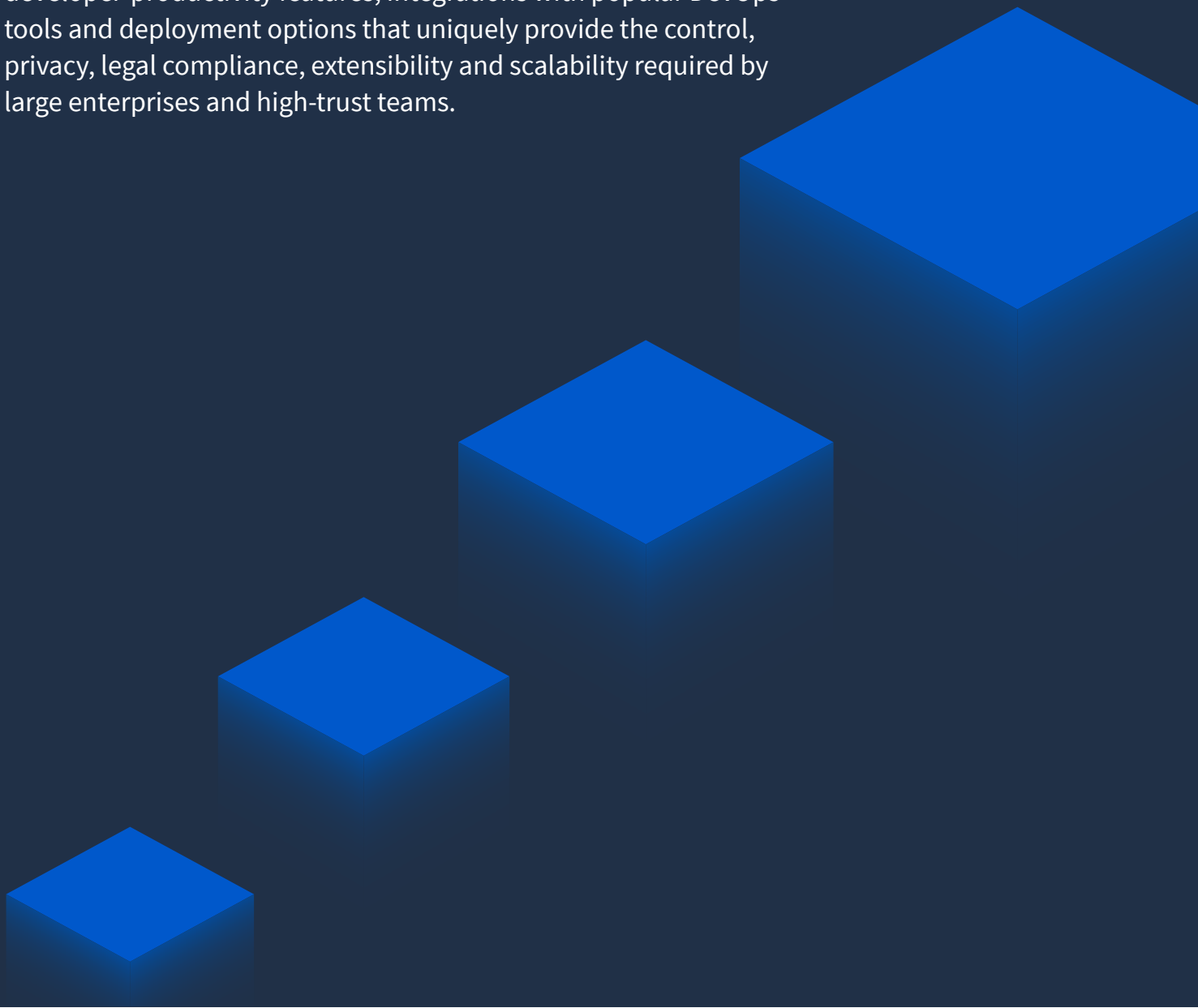## Mattermost offers a cost-effective, enterprise-grade, private cloud alternative to Microsoft Teams SaaS-only workplace messaging service.

While both products offer strong team messaging, file sharing and user management capabilities, Mattermost excels at delivering developer-productivity features, integrations with popular DevOps tools and deployment options that uniquely provide the control, privacy, legal compliance, extensibility and scalability required by large enterprises and high-trust teams.

Mattermost is the communication tool of choice for leading engineering and DevOps teams

Like general chat platforms such as Microsoft Teams, Mattermost brings all your team's communications to one place, providing modern workplace messaging across web, mobile and PC with continuous archiving, instant search and a wide array of options to integrate your existing tools and workflows. This enables all your teams to:

- **Do more in less time,** with less email using searchable, topic-based messaging

- **Solve problems faster** with "war rooms" that assemble the right people and information

- **Collaborate anywhere** with cross-device access to vital communications

- **Accelerate new hire onboarding** with easy sharing of past team discussions

For developers and IT teams, Mattermost enables additional high-performance workflows: DevOps, ChatOps, Conversational Development and Social Coding, among other use cases, that improve software quality while reducing delivery time. Developers and IT teams prefer Mattermost over MS Teams because Mattermost meets the unique needs of engineers who need more than a chat tool.

The Best Companies in the World Use Mattermost

Only Mattermost offers the control, privacy, legal compliance, extensibility and scalability top enterprises need.

In contrast to Microsoft Teams and other proprietary SaaS services, Mattermost offers an open source, private cloud platform where enterprises have complete control of their vital communications

Security
Mattermost offers modern communication behind your firewall. Run your vital communications under your existing security and IT policies. Deploy to public, private or hybrid clouds with total control of your single-tenant system.

Privacy
Your IP address, your usage patterns, the contents of your messages—SaaS services know more about your company than you do. In contrast, Mattermost provides the benefits of modern communication without sacrificing privacy.

Legal Compliance
Consumer data protection laws, data regulations, GDPR and even non-disclosure agreements are complex and ever-changing, with heavy penalties for breach. Self-hosting your communications simplifies compliance and reduces risk.

Extensibility
Mattermost offers enterprise-grade customization with UI text files, APIs, plugins, drivers, and a wide array of open source integrations and samples. Whether it's branding the login page or white-labeling mobile apps, the enterprise is in total control.

Scalability
Mattermost was built ground-up for enterprises with a single-tenant private cloud architecture offering high availability and horizontal scaling. Tens of thousands of users across hundreds of teams can be deployed in an enterprise.

Data Control and Privacy Notice
Because Microsoft is a US-based company, it (and your data they handle) is subject to US law, even if hosted abroad.
CLOUD Act (US law enforcement can subpoena data stored overseas)
Microsoft received law enforcement requests on 5K accounts in Germany alone in H2 2017 (Jul-Dec). Data for 59% of those requests was disclosed.
Worldwide, there were requests on 40K accounts over Jul-Dec 2017. Data for 61% of those requests were disclosed.

Unique Needs of Developers and IT Teams

While Microsoft Teams can meet the needs of some business users who simply need messaging and document sharing during their workday, developers need the power to connect their messaging and collaboration tools to disparate services, proprietary systems, and complex workflows.

DevOps Integrations

Mattermost connects to the world's most popular development tools--in a meaningful way. With robust, bi-directional integrations Mattermost can save developers over an hour / day from context switching. Quickly collaborate on monitoring alerts, initiate build processes, create or update Jira tickets, and check on system statuses directly from Mattermost.

Jenkins	Jira	Confluence	pagerduty
GitHub	GitLab	Bitbucket	splunk>
Amazon CloudWatch	Nagios	zoom	Skype

Over 600 integrations vs. Microsoft Team's 160

Open Source

Mattermost provides full transparency to code changes, releases notes, feature request tracking and issue tracking. Skilled developers can extend Mattermost to meet their unique needs; from customizing the UI to writing post-intercept procedures to automating workflows that include safely connecting to internal systems.
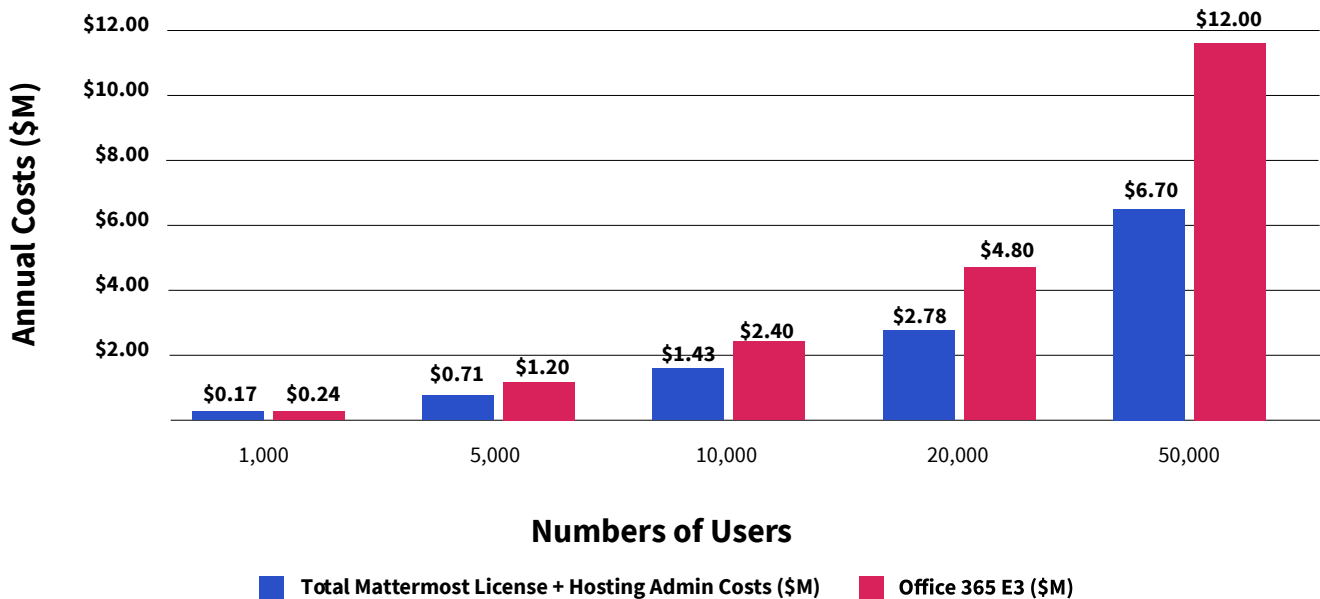
Mattermost vs. Microsoft Teams: TCO comparison

In addition to the above benefits, Mattermost is the more cost-effective solution.

We compared the total costs of ownership and operation between Mattermost E20 and Microsoft Teams in Office 365 E3. This is the cheapest plan that includes compliance features (such as eDiscovery) that are required for most enterprises. For the purposes of our analysis:

Mattermost costs include licensing fees, hosting expenses (based on on-demand AWS pricing; costs can be 40% lower with reserved instances) and in-house IT resources.

Microsoft enterprise plans (Office 365 E3) cost $20 / user / month to $35 / user / month (for E5). Office 365 E3 includes MS Office bundle and hosted email.

Mattermost vs. Office 365 E3 ($M)

Bar chart comparing Annual Costs ($M) vs. Numbers of Users.

Numbers of Users	Total Mattermost License + Hosting Admin Costs ($M)	Office 365 E3 ($M)
1,000	$0.17	$0.24
5,000	$0.71	$1.20
10,000	$1.43	$2.40
20,000	$2.78	$4.80
50,000	$6.70	$12.00

Legend: ■ Total Mattermost License + Hosting Admin Costs ($M)   ■ Office 365 E3 ($M)
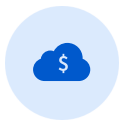
Mattermost customers enjoy **huge savings of up to 40%** and more versus Microsoft Teams users. Those savings are further amplified with more users thanks to economies of scale.

Here's how the costs break down:

Users	License Costs ($K)	Server & Hosting Cost ($K)	IT Admin Costs ($K)	Mattermost Total Licensing + Hosting + Admin Costs ($K)	Office 365 E3 Cost ($K)	Annual Savings ($K)	% Savings
1,000	$126	$24	$24	$174	$240	$66	28%
5,000	$630	$28	$59	$717	$1,200	$483	40%
10,000	$1,260	$53	$118	$1,431	$2,400	$969	40%
20,000	$2,520	$83	$177	$2,780	$4,800	$2,020	42%
50,000	$6,300	$161	$236	$6,697	$12,000	$5,303	44%

Licensing fees. Mattermost E20 is $126/user/year, which includes Premier Support (or $102/user/year without Premier Support). Compare those prices to Microsoft Office 365 E3, which can cost upwards of $240/user/year (dedicated support being an additional fee on top of that). Volume discounts are not represented in pricing model. Mattermost offers discounts starting at 1,000 users.

Hosting costs. Mattermost deploys on standard commodity hardware on-premises or on the cloud platform of your choice, including AWS, Google Cloud, Microsoft Azure and Oracle Cloud. For this estimate, we used spot AWS pricing. Reserved pricing can be over 40% lower, depending on the reserve period and how much is paid up front.

IT admin expenses. In our experience, Mattermost does not require dedicated IT admins to operate. Standard operations (e.g., monitoring and upgrading) can be handled by existing teams. Even for our largest customers (with 10,000-plus users), deployment and rollout typically require less than 25% of the attention of three or four IT admins. Based on these assumptions, we conservatively estimate the equivalent of one IT admin's time for 10,000 users, at a nominal annual expense of $117,983 (using the Glassdoor estimate for a Site Reliability Engineer based in the U.S.). These scale up to a maximum of two full-time equivalents at 50,000 users.

Similar support and integration costs. With familiar, easy-to-use UIs that require little to no training to get users up to speed, both solutions have similar support costs. Mattermost offers Slack-compatible commands and webhook integrations as well as a vibrant open source community that has contributed hundreds of available integrations to date.

Mattermost

Mattermost is built on mature and reliable technologies. It can be deployed on **common Linux operating systems** or as a Docker image and supports **MySQL, PostgreSQL and Amazon Aurora** for the database. Chances are your IT team is already familiar with many of these technologies.

Mattermost is easy to deploy and operate; large deployments can be configured in a matter of days.

For more information and detailed AWS server cost templates, check out our **Server Scaling Guide**.