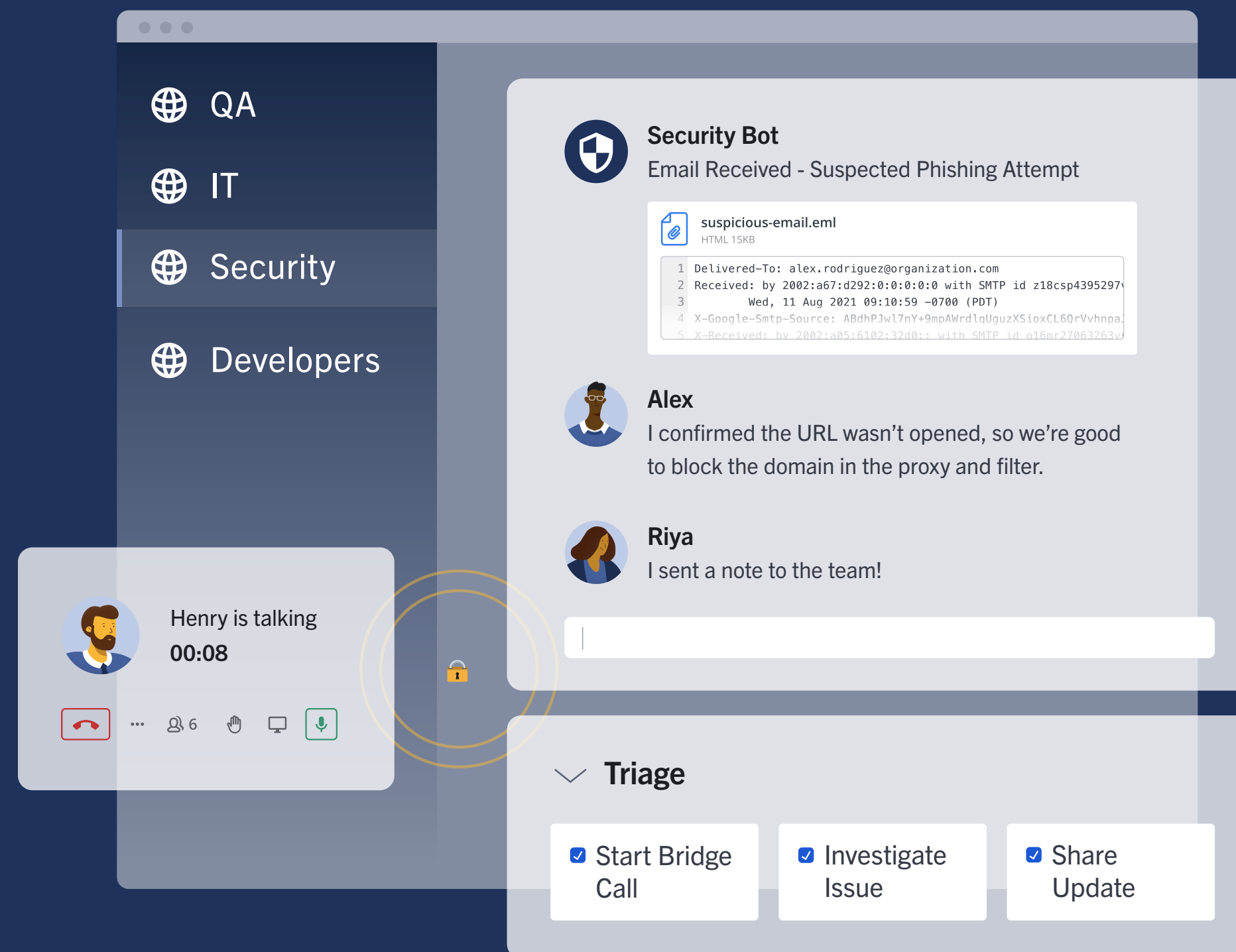# Mattermost | Government Solutions

VPAT Compliance · GSA · SEWP V

Bringing modern collaboration to governments around the globe.

QA

IT

Security

Developers

Security Bot
Email Received - Suspected Phishing Attempt

📎 suspicious-email.eml
HTML 15KB

1 Delivered-To: alex.rodriguez@organization.com
2 Received: by 2002:a67:d292:0:0:0:0:0 with SMTP id z18csp4395297
3   Wed, 11 Aug 2021 09:10:59 -0700 (PDT)
4 X-Google-Smtp-Source: ABdhP2wl7nY+9mpAWrd1qUguzX5ioxCL6OrVvhnpa

Alex
I confirmed the URL wasn't opened, so we're good to block the domain in the proxy and filter.

Riya
I sent a note to the team!

Henry is talking
00:08

📞 ··· 👥 6 ✋ 🖥 🎤

∨ **Triage**

☑ Start Bridge Call   ☑ Investigate Issue   ☑ Share Update

Secure, reliable, and scalable collaboration

Supporting governments worldwide — from public agencies to defense operations.

Mattermost accelerates mission-critical workflows in complex environments so you can operate more efficiently without sacrificing security. Transform the way your teams collaborate with solutions designed for essential operations.

Trusted by government organizations around the globe

Our government partners

The world's most secure collaboration platform

Mattermost is a platform for governments worldwide to communicate, collaborate, and manage their operations securely — deployed in public agencies to defense and intelligence organizations up through IL6.

Stay aligned and achieve your mission

Government agencies are under constant pressure to do more with less. Mission-oriented organizations need innovative ideas, teamwork, and alignment around shared goals. Mattermost helps deliver better government services by connecting people and workflows to drive digital operations. Mattermost is a secure collaboration hub that addresses key industry challenges.

EFFICIENCY
New tools and processes to increase efficiency and modernize digital operations

SECURITY
Communicate and collaborate securely across departments, agencies, and contractors with on-premise and private cloud deployment options

INNOVATION
Adopt modern practices for agile software development and IT operations

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"Air Mobility Command teams need secure, global command and control across a resilient and distributed network that is not behind a common access guard wall… Mattermost bridges operational capabilities with 21st-century solutions."

Major John Cockburn
32d ARS Operations Officer, United States Air Force

U.S. AIR FORCE

Platform benefits

Mattermost connects teams, tools and processes on a self-sovereign hub with workflow, integrations, real-time messaging, voice, screen share and federation to deliver more focused, adaptable and resilient decision cycles and outcomes.

Data sovereignty & security
Maintain complete control over your data. Deploy on-premises or in a private cloud. Employ granular access controls and secure guest accounts.

Efficiently execute prescribed processes
Customize workflows with digitized checklist-based action and integrated communication.

Secure mobile comms
Replace personal messaging apps with secure mobile communications solutions purpose-built for national security operations.

Align teams, tools, and processes
Connect geographically distributed team members, tools, and processes.

Modernize operations
Transform the way your teams communicate by delivering digital workflows at scale.

Improve cross-group collaboration
Work with stakeholders across organizations with interoperable communications between Mattermost and Microsoft Teams.

Mattermost

Why governments trust Mattermost

Mattermost gives governments the collaboration tools they need to navigate the shift to digital operations. As the only self-hosted, open core platform for team collaboration, we allow your teams to stay in complete control over your data with strict, customizable access controls.

Security and privacy

Operate securely and privately with the leading open core collaboration platform you can deploy on-premises or in a private cloud.

Process discipline

Make processes repeatable and outcomes predictable with Playbooks to define workflows, clarify accountability, and continuously improve with best practices.

Flexible licensing covering multiple networks

A single licensing mechanism to cover multiple networks with a single collaboration platform. Provide the same tools and practices across teams — even those on different air-gapped networks.

Designed for the unique ways you work

Mattermost was purpose-built to help teams bring together communication, collaboration, and workflow management across disparate tools and complex processes.

Procurement simplicity

Mattermost is authorized under the US General Services Administration (GSA) and included in Solutions for Enterprise-Wide Procurement (SEWP). Mattermost meets all requirements for Voluntary Product Accessibility Template (VPAT) for Section 508 compliance.

Rich partner network

Choose from multiple qualified systems integrators that know how to deploy, extend, and customize the Mattermost platform to meet your needs.

Mattermost

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 encompassing 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 for government collaboration

Give your teams space to excel by removing operational obstacles from mission-critical objectives while maintaining full control over your data and who accesses it. Mattermost is a command and control center that can be adapted to workflows of any type. Give teams the visibility and control they need to manage daily processes through a single user interface with minimal context switching.

Secure digital command hub

Brings together people, processes, assets, and toolchains for mission-critical workflows to surface vital information, automate repeated tasks, and enable fast, context-driven decision-making.

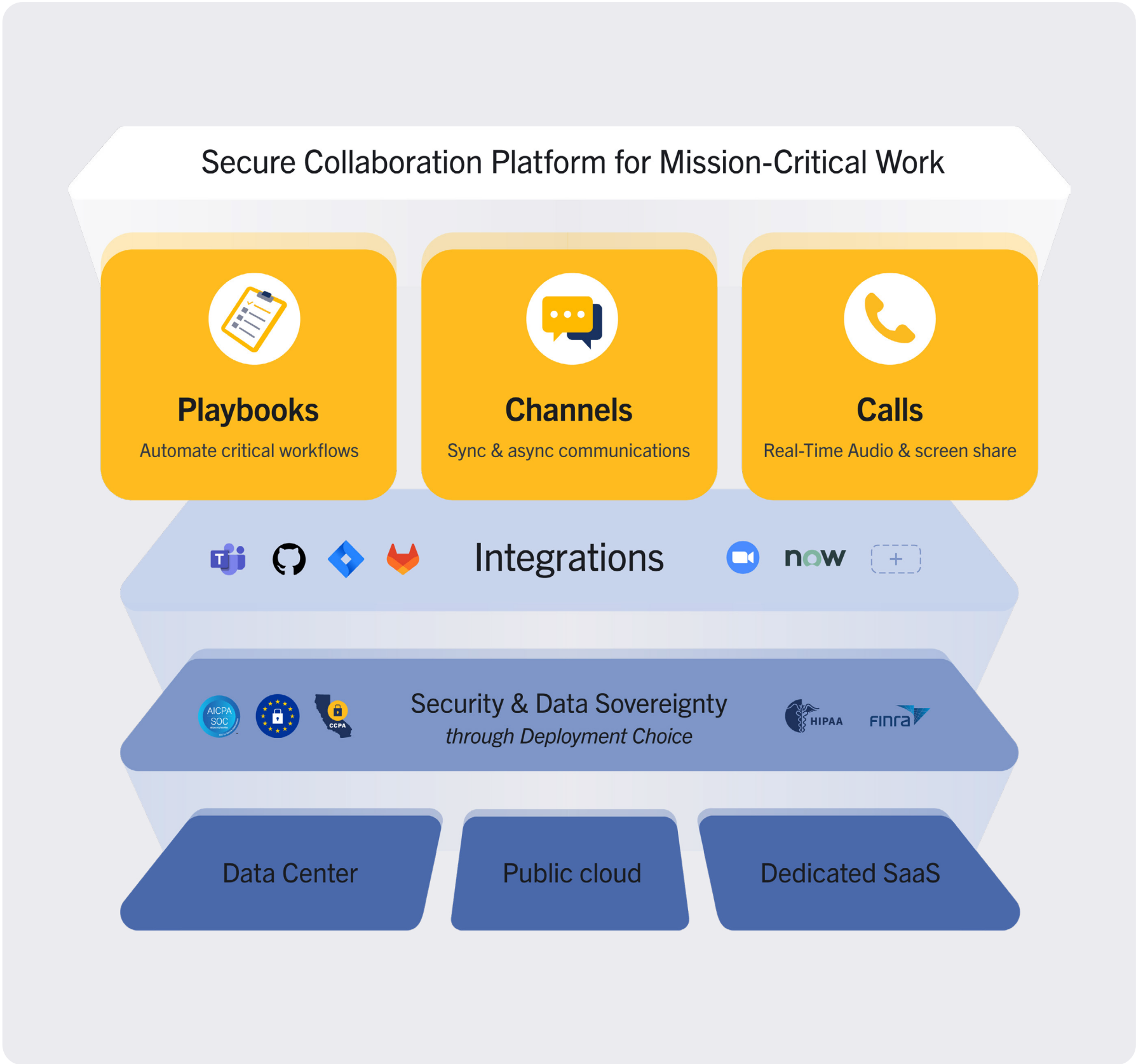## Open source and extensible by design

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

Communicate and collaborate any time, anywhere

Mattermost's fast, familiar messaging interface, collaborative playbooks, and customizable integrations ensure the information your team needs is always at their fingertips.

Built for your security, privacy, and compliance needs

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

Secure Collaboration Platform for Mission-Critical Work

Playbooks
Automate critical workflows

Channels
Sync & async communications

Calls
Real-Time Audio & screen share

Integrations

Security & Data Sovereignty
through Deployment Choice

Data Center

Public cloud

Dedicated SaaS
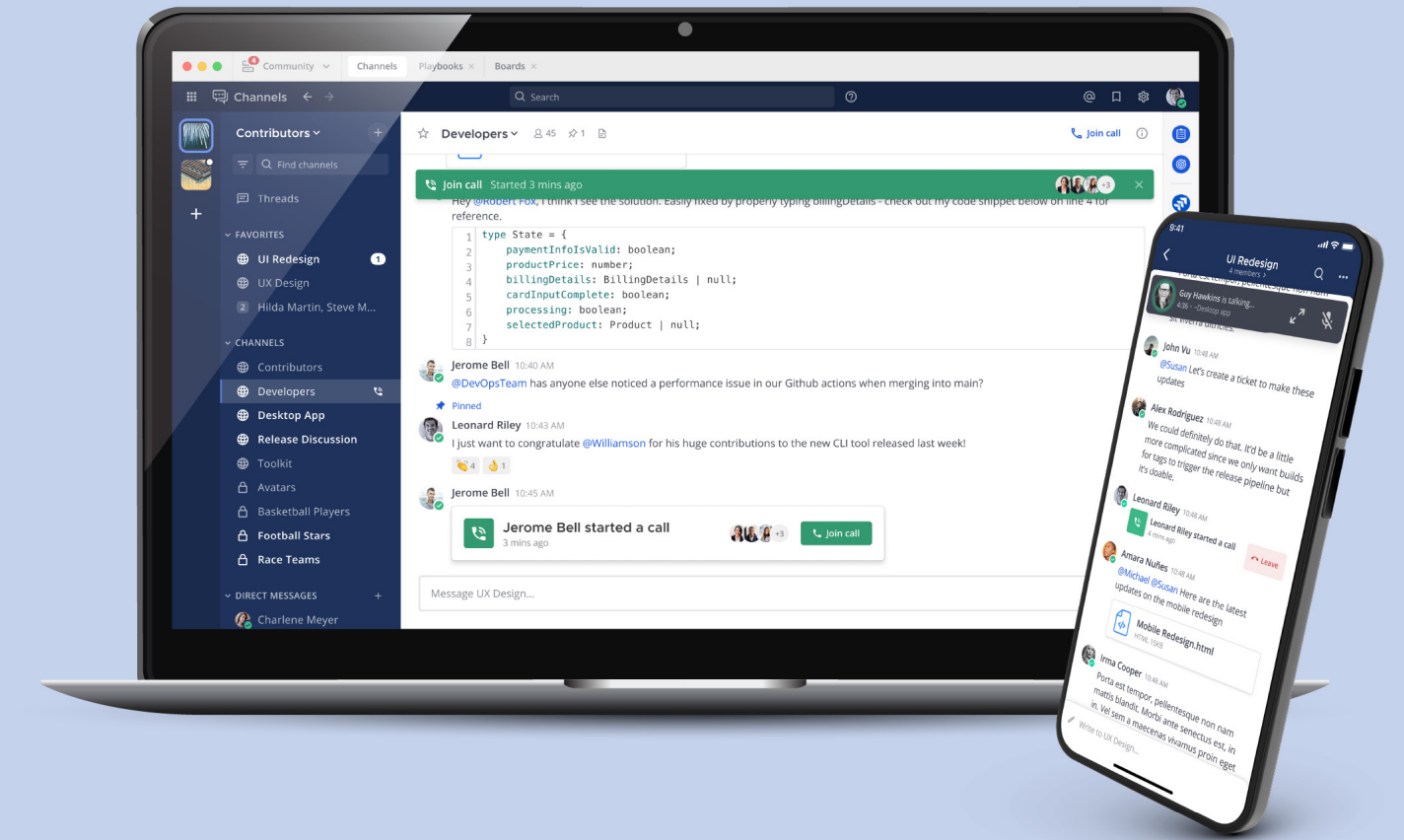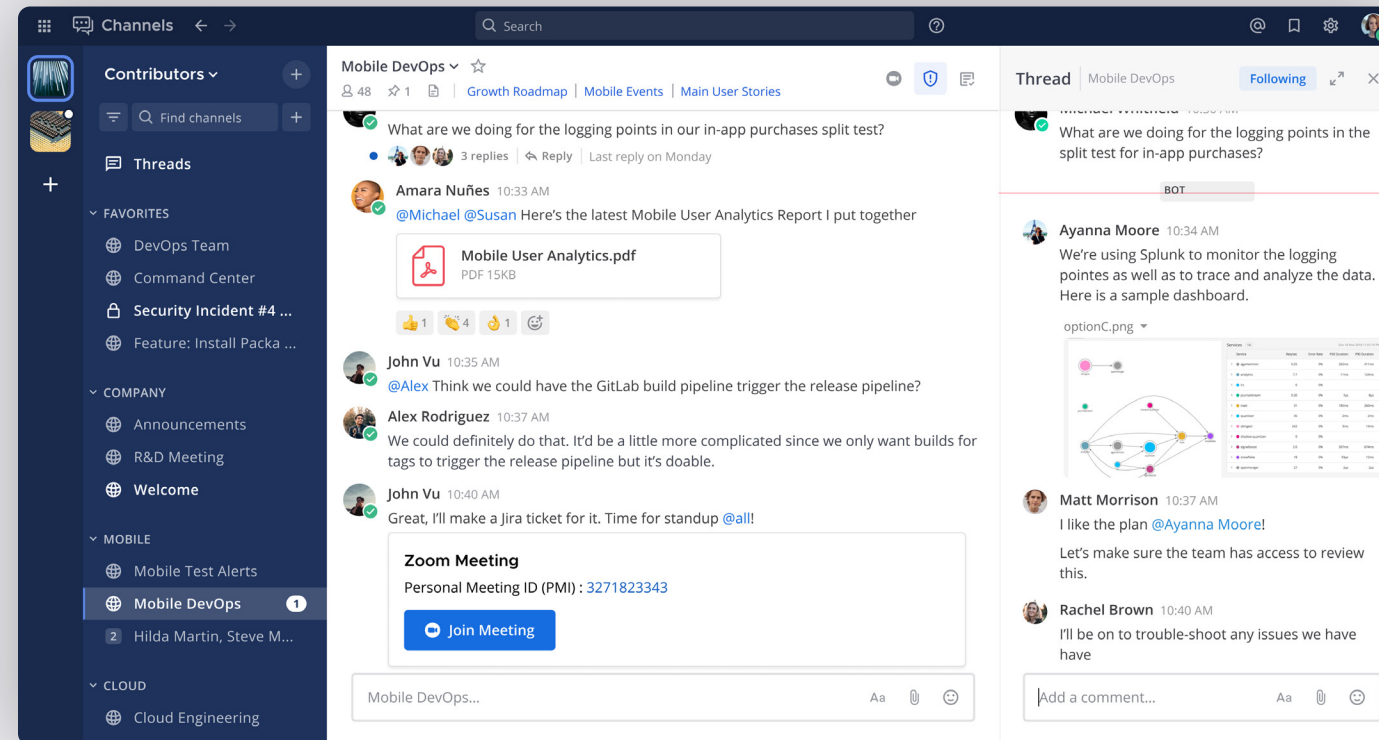
Channels

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 complete visibility and control over mission-critical work.

Mattermost Channels goes 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 is explicitly built for team collaboration and can be customized from the UI down to the extensions that your team members 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.

Designed for the way you work

Mattermost Channels allows you to interface directly with third-party tools and use CLI-style commands, automation, and integrations to help you reduce context switching and stay focused.

Gain agility without sacrificing security

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

Channels highlights

- Unlimited teams and channels
- 1:1 and group messaging and calls
- Native audio calls and screenshare
- Audio/video integrations
- Continuous message archiving
- Full history search
- Integrations with your tools
- Automation, slash commands, and bot integrations
- Rich Markdown formatting and code snippets
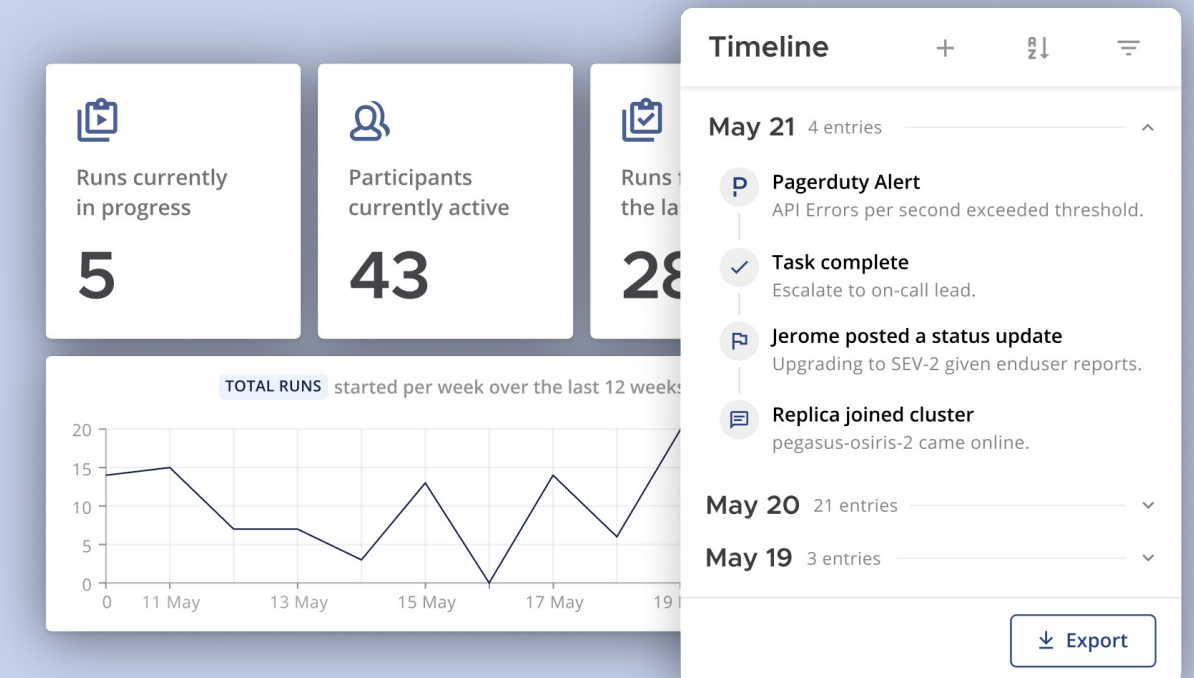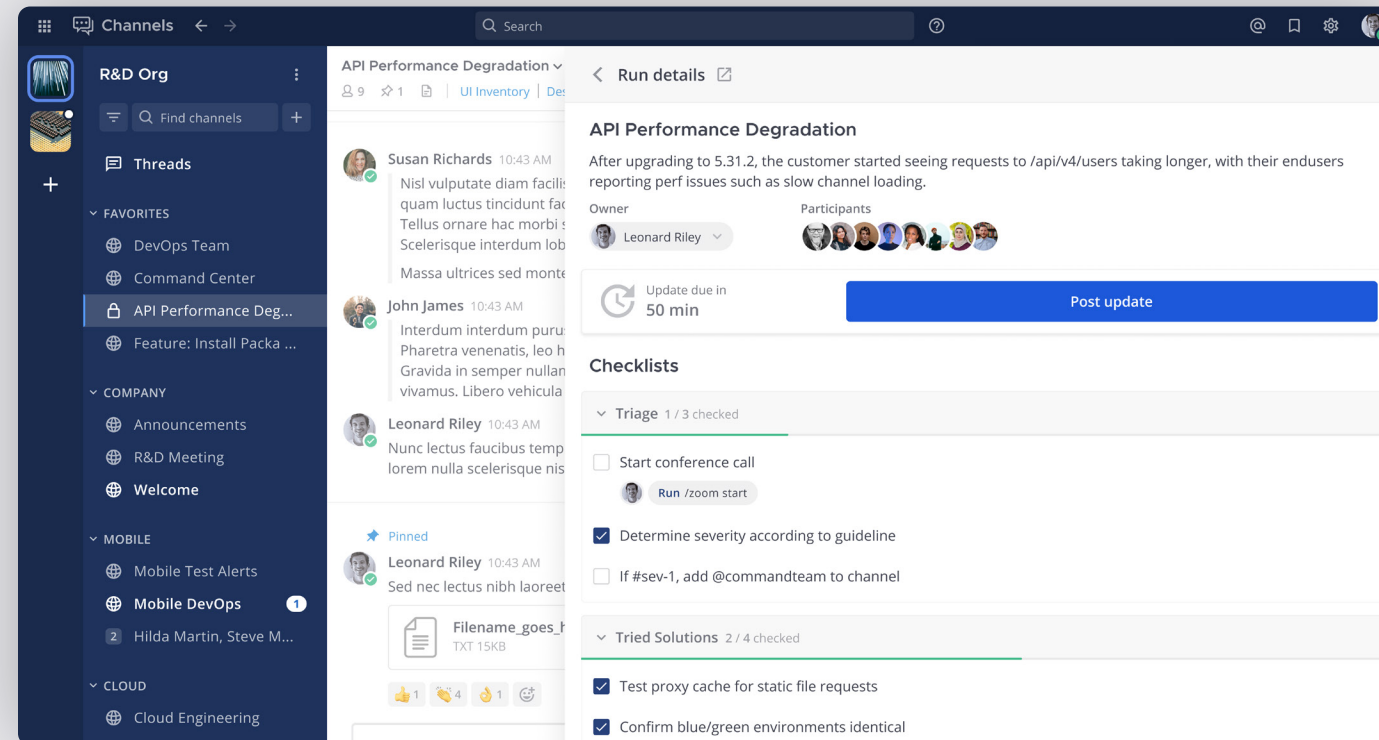
Playbooks

Execute repeatable workflows effectively

Playbooks streamline complex, recurring processes that enable teams to achieve specific, predictable outcomes. Playbooks make any structured processes repeatable 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 team 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 guesswork to make sure 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 reports
- Retrospective timelines
- Configurable templates
- Data export
- Status update broadcasting
- Reminder and countdown timer
- Stakeholder overview
- Aggregate analytics

Mattermost

Integrates seamlessly with critical tools

Context switching can slow down even the fastest-moving development teams. With powerful functionality and flexible 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.

Interactive messages

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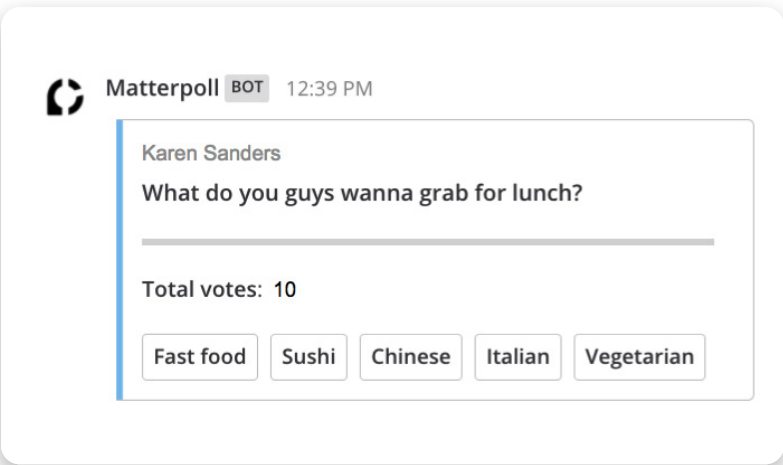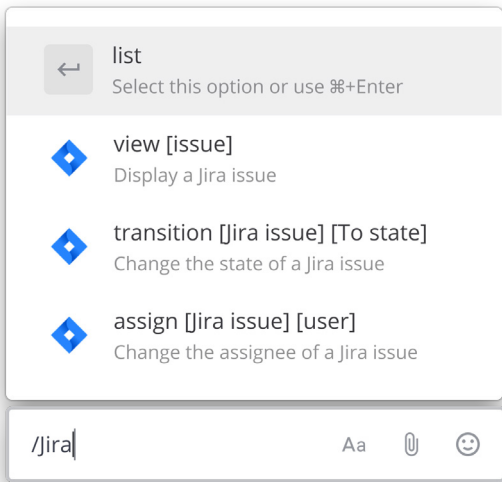
Apps framework

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.
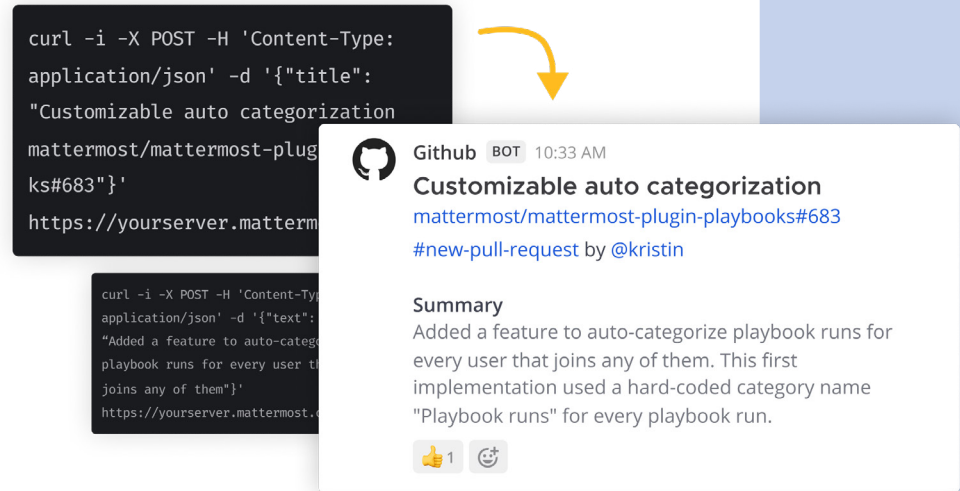
Slash commands

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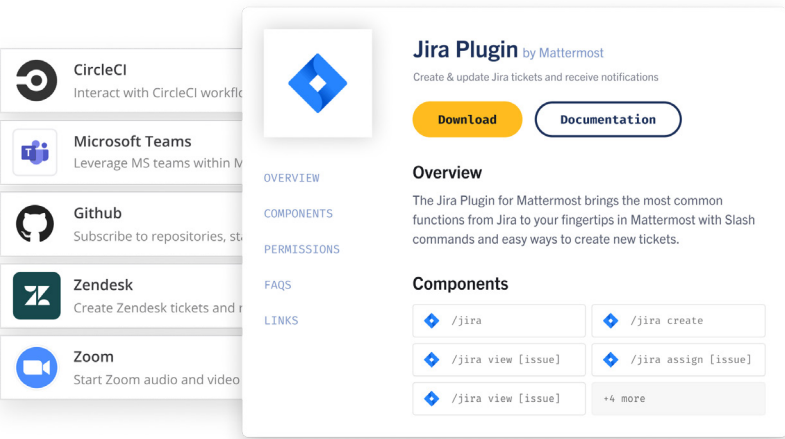
Webhooks

Post to channels or listen for new messages with incoming and 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.
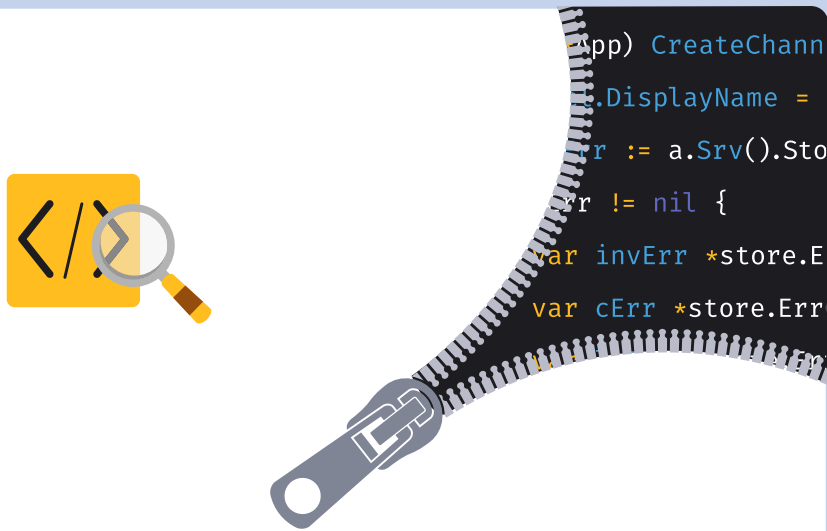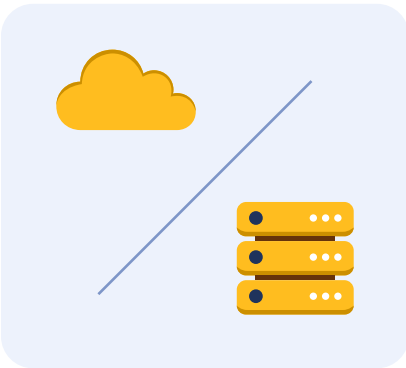
Plugins

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.

Deployment and security options to meet the strictest security, privacy, and compliance requirements

Mattermost is the only solution that offers self-hosted and private 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 protect sensitive data. Mattermost is deployed in DoD environments up through IL6 and can be configured to support the specific Impact Levels your organization requires.

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 (PostgreSQL) and manage all internal controls
- Keep integration connections completely private for tools like Jenkins, Git, and Zoom
- Host on the private 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 General Data Protection Regulation (GDPR) and California Consumer Privacy Act (CCPA)
- CVE Numbering Authority (CNA)
- Bug bounty program and Responsible Disclosure Policy