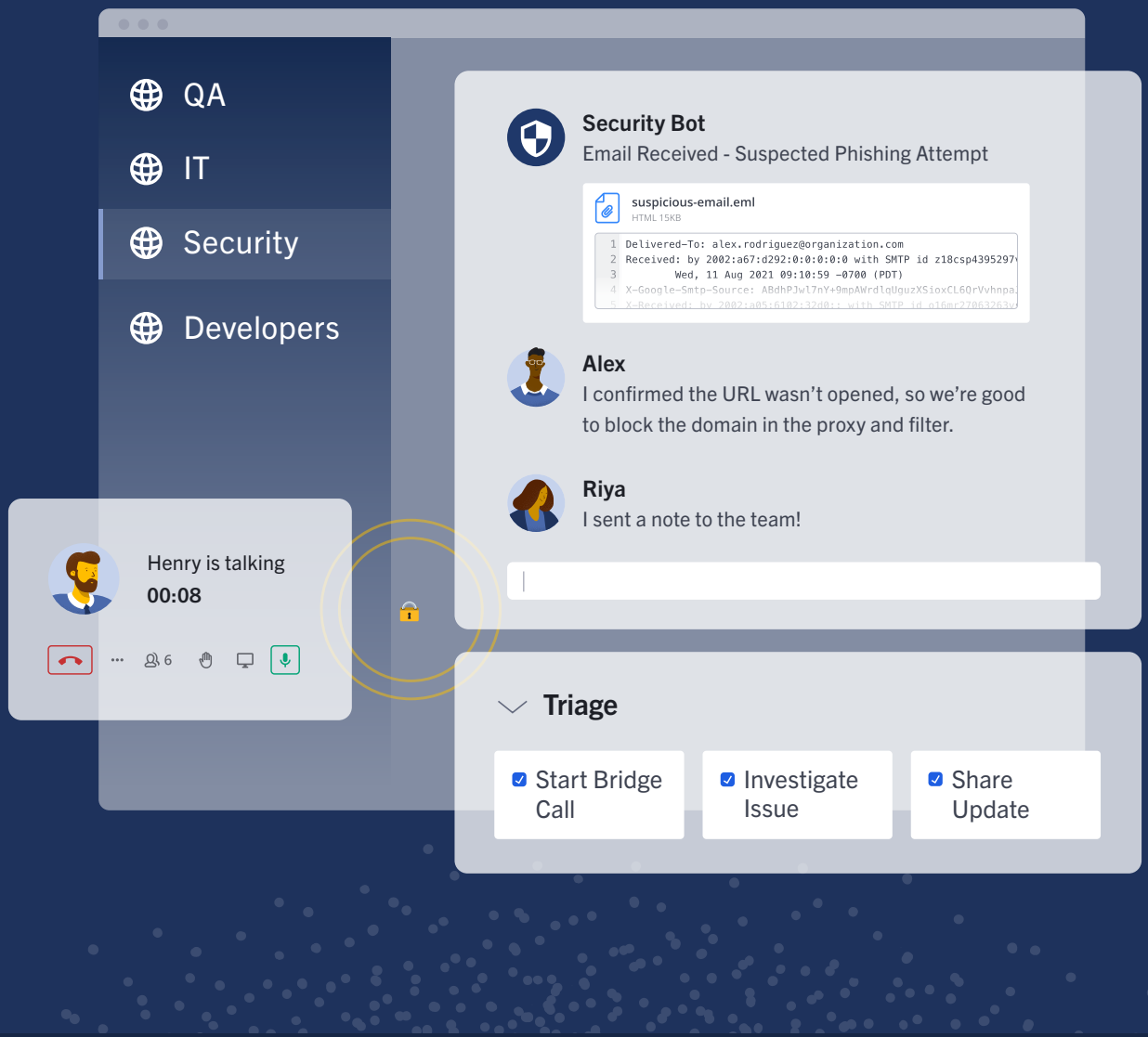
Mattermost

PLATFORM OVERVIEW



Accelerate mission-critical work

Mattermost is a secure collaboration platform for accelerating mission-critical work in complex environments.

Mattermost

Focus on work that matters with an adaptable, resilient collaboration hub

Now more than ever, essential work for critical infrastructure enterprises, governments, and other organizations happens in digital systems. But when communication and data are fractured across multiple tools, workflows slow down and critical context can be lost.

General collaboration tools often lack the flexibility and security that large, dynamic enterprises require. For these organizations to succeed, they must protect the communication style and preferences that keep priority work secure while also limiting noise and distractions.

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

Why critical infrastructure teams choose Mattermost

Designed for complex workflows

Bring team communication, tools, and processes together in a single hub designed to facilitate technical and operational workflows.

Data control & security

From safeguarding intellectual property to ensuring national security, Mattermost is designed to meet the highest security and compliance standards.

Toolchain integration

Reduce context switching with a single point of collaboration that connects with your in-house and SaaS-based tools with webhooks and plugins.

Open core adaptability

Extend your workspace to fit various team needs precisely, with API and source code access.

Mattermost

A collaboration platform built for complex environments

Reduce context switching and centralize your knowledge base in a single integrated and extensible platform with conversations, checklists, voice calls, and screensharing.

Integrate with the SaaS and proprietary tools your team relies on to create a central source of truth for transparent and low friction collaboration across teams and tools.

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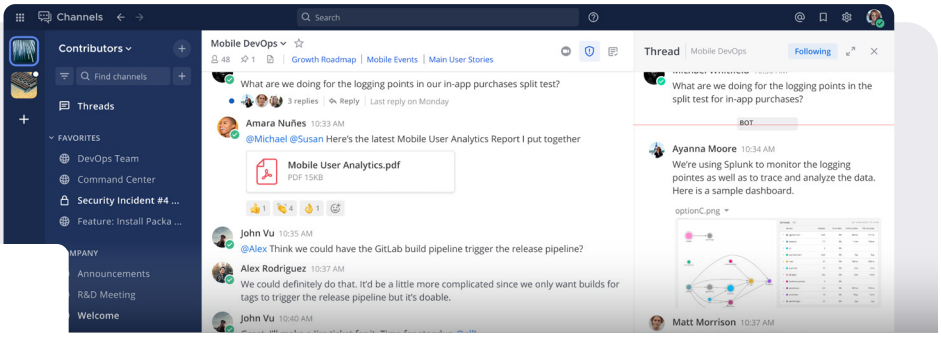
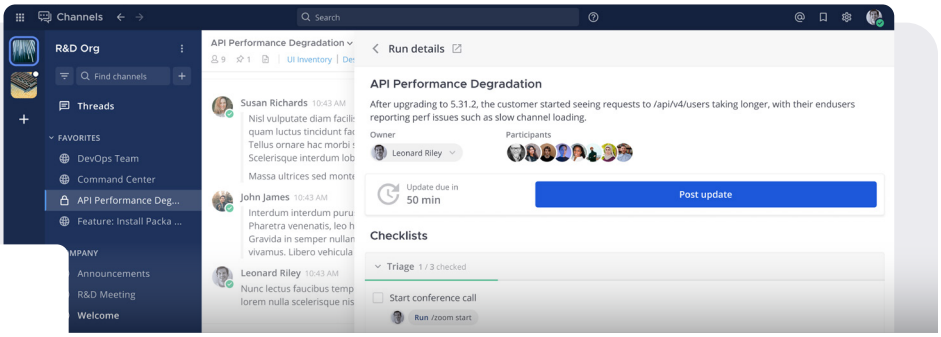


Channels

All of your team's communication in one place

Channels go beyond chat to connect your tools and processes. Channels are built specifically for focused collaboration and can be customized from the UI down to best support the way your team works.

- Unlimited teams and channels
- 1:1 and group messaging and calls
- Native audio calls and screenshare
- Continuous message archive
- Full history search
- Automation, slash commands, bot integrations, and webhooks
- Rich Markdown formatting and code snippets
- Code syntax highlighting
- Use like a CLI with integrated tools
- Bot accounts



Playbooks

Orchestrate workflows across tools and teams

Playbooks make any structured processes repeatable and predictable using checklists, triggers, automation, and tool integrations. Use templates to quickly codify best practices or build a playbook from scratch with capabilities to adjust on the fly during dynamic situations.

- 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

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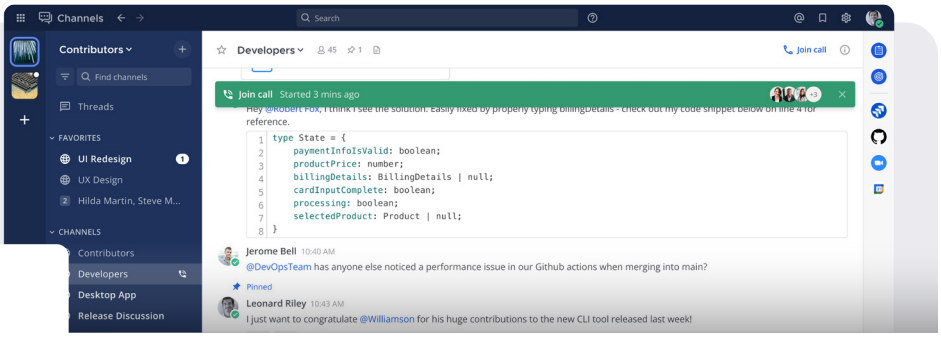

Calls

Elevate text discussions to voice conversations

Calls makes it easy for teams to adapt their communication to a wider variety of situations by launching secure audio calls with screensharing capabilities directly in Mattermost. Use Calls to swiftly triage issues, respond to incidents, and work through routine and ad hoc processes.

- One-click Start a Call button in every channel and direct message
- Screenshare with the group
- Comment on call threads and reference them later
- Keyboard shortcuts to launch, manage, and exit calls
- Emoji react and hand-raise in calls
- Join and interact with calls on mobile
- Centralized alerts and notifications

Tool integrations

Context switching can slow down even the fastest-moving teams. Mattermost is built to integrate, extend, and complement your environment and unique workflows. With powerful functionality and flexible administrative controls, Mattermost helps keep your team focused on the work itself instead of struggling to navigate siloed tools.

- Apps Framework
- REST API
- Custom Bots
- Interactive Messages
- Slash Commands
- Webhooks
- Plugins
- Modify Source Code
- Zapier Support

Over 600 integrations, including:

Security and compliance controls

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 restrict access to sensitive data.

- Resilient deployment choices with database ownership
- Built-in identity & access controls
- Advanced mobile security
- Compliance auditing with oversight
- Cloud single-tenancy and data isolation
- Enterprise Information Archiving integration
- Data encryption at rest and in transit
- Full access to APIs, drivers, and open source code

The world's leading organizations trust Mattermost

SAMSUNG · DuckDuckGo · Qualcomm · U.S. AIR FORCE · NASA

Daniel Gover
IT System Administrator

crossover

"Mattermost has been unimaginably effective for our company and continues to exceed expectations with every new release. The platform helps us ensure that we're staying HIPAA-compliant while letting our clinicians collaborate efficiently and seamlessly."

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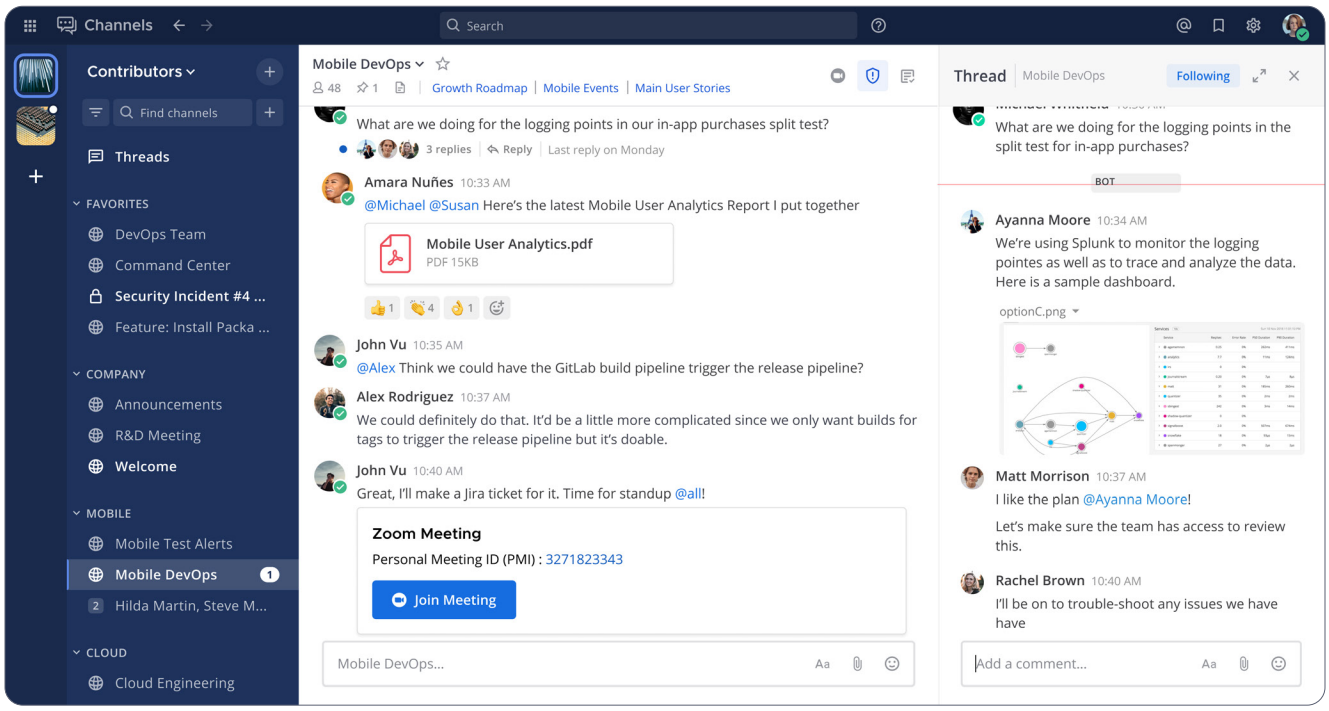
Learn more about Mattermost

Purpose-built collaboration, deployed securely for your team. Run your own Mattermost Server from your data center or private cloud. Connect with a platform expert today for a custom demo of Mattermost to learn more.

Contact sales today



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