Mattermost
MISSION IN MOTION

Don’t Let Coordination Be the Bottleneck of Your Cybersecurity Operations.

Human collaboration is the slowest, most inconsistent, and most vulnerable layer in cyber operations. By the time alerts surface in one system, decisions happen in another, and coordination begins in a third, attackers have already moved deeper — and when they hit your primary network, they take your communication layer down with it.

Mattermost collapses alerts, decisions, and coordination into a single, unified layer speeding your response. Playbooks, tool integrations, and AI agents turn decisions and actions into a structured, auditable workflow — every day, not just during critical incidents. And because Mattermost runs on infrastructure you own and control, it becomes your out-of-band fallback when the primary network fails: already deployed, already trusted, with surge access ready for the teams who need to be in the room.

The Collaboration Gap Most Incident Response Plans Don’t Cover

Speed from Alert to Action

While attackers operate in seconds, our systems and processes operate in hours. The delay between alert, assessment, decision, and action translates to downtime, lost revenue, and attackers deploying tools in your systems.

Inconsistent Response

Teams have practices and policies but in the midst of an incident with phones ringing and systems unavailable, responders improvise procedures and fall back to personal devices and unapproved apps, disrupting plans, obfuscating decisions, and destroying evidence trails.

Compromised Infrastructure

Adversaries breach Teams, Outlook, and corporate chat to monitor your primary network, disrupt your operations, and deploy from within your perimeter. Operating in this environment becomes another risk.

The Solution: Mattermost as Your Cybersecurity Collaboration Layer

Mattermost Cyber is built for the security teams defending enterprise and critical infrastructure — from SOC analysts to incident responders to GRC. It solves the two problems that slow every cyber operation down: coordination that can’t keep pace with the threat, and no reliable way to communicate when the primary network fails. One platform handles both — every day and when it matters most.

Key Capabilities

Automated Response at AI Speed

Automated triggers launch playbooks the moment conditions are met. Alerts move from detection to recommended action in seconds, not hours with humans approving the response.

Consistent Response, Every Shift

Same evaluation criteria, escalation paths, and notification sequences fire every incident — regardless of who is on call. Consistency is structural, not personal

One View of the World

Aggregate and correlate data from every source into one flow. Instead of having to chase context across numerous tools, orient, decide, act now.

Zero Trust Access Controls

Role and attribute-based permissions for responders, legal, executives, and external IR partners to limit and control information flow to need-to-know individuals.

Tamper-Evident Audit Trail

Every message and action is logged and timestamped — the chain of custody regulators and legal counsel require, automatically.

Complete Data Sovereignty

You own your data and your keys. No vendor access. On-prem, private cloud, or air-gapped to ensure control and compliance.

In the Real World

Instructure/Canvas Breach: Cross-Agency Response Stood Up Same Evening

When ShinyHunters breached Canvas in May 2026 (275M users, ~9,000 institutions worldwide), a state agency used Mattermost to stand up a fully coordinated, multi-agency response the same evening — guest access in minutes, custom AI-assisted playbook drafts with structured incident response in minutes, and a live tracking board within 24 hours. No procurement. No IT tickets. The collaboration layer didn't slow them down, it was the reason they moved fast.

Same Evening	Minutes	< 24 Hours
Cross-agency response live	Guest access, no IT tickets	Tracker live across all institutions

Why Security-Conscious Enterprises Choose Mattermost

Out-of-Band Incident Response

Trusted By Organizations That Cannot Afford To Fail

Global Media Company

After an outage that cost an estimated $100k in revenue per minute, this customer built a sovereign, isolated backup command channel on Mattermost originally for Sev 0 incident response but now spanning over 15,000 engineers for daily operations.

Top-5 U.S. Bank

Runs its entire cyber incident response through Mattermost: tool integrations, automated playbooks, full audit logging, and secure access for external partners. With a unified approach, the team reduced their incident response time by 90% to 2 minutes.

What's Included: Mattermost Cyber Package

Your Tools, Wired In

Splunk, OpenCTI, and 200+ integrations — tool-agnostic, swap in your own security stack.

Cyber Playbooks, Built In

Out-of-the-box playbooks for SOC, IR, threat intel, insider threat, and vulnerability management.

AI Agents You Own

Dedicated SME Agents draft event-specific response plans and generate ready-to-import playbook configs with human-in-the-loop approval.

Automated Triggers

Playbooks launch automatically when conditions are met — no incident skips the standard process, regardless of who is on shift.

Cyber Guides

Guides to set up your OOB IR playbook and cross-functional escalation framework (legal, crisis management, exec leadership).

Self-Hosted & Sovereign

On-prem, private cloud, or air-gapped. Full audit trail. You own your data and your keys, ensuring your compliance from day one.

Built for the Regulatory Reality of Cybersecurity

ISO 27001

Requires documented, resilient IR communications and recovery capabilities.

NIST 800-61

Mandates secure, auditable comms channels during cybersecurity events.

DORA (EU)

Requires financial entities to maintain operational resilience including communication continuity.

OCC Guidance

Expects banks to maintain business continuity and crisis communication plans.

Talk with Sales

Starting price — below your SIEM line item

Hours to Seconds

Automated response chains compress time-to-action

Up to 100 Seats

Surge entitlement for tabletop exercises: up to 300 users for up to 7 continuous days per year, included

See It Working Before You Need It

Schedule a 20-minute discovery call to walk through your current IR posture and where Mattermost closes the gap. Pilot available: scoped to your next tabletop or a live IR scenario. **mattermost.com/contact-sales**

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