

Forward-Deployed Engineer

A dedicated Mattermost engineer with equal fluency in your architecture and your business — embedded in your team to design the outcome, activate it in your environment, realize measurable value, and evolve it quarter after quarter, as deep as the mission requires.



What You Get

Deep platform expertise, in your environment

An engineer who knows your architecture, constraints, and roadmap, not from a briefing document but from building inside your environment quarter after quarter.

Complex challenges resolved

Custom workflows, bespoke integrations, classified environment configuration, and performance at scale. The engineering work that requires someone to go in and build, not advise. Each quarter delivers a defined, validated outcome tied to the mission result it enables.

Purpose-built for your mission, not off a shelf

Every plugin, integration, and workflow extension is built to your specific operational requirements. The result is a Mattermost environment that fits how your mission runs, not the other way around.

Technical depth with business fluency

The forward-deployed engineer (FDE) talks code with your engineers and outcomes with your leadership, translating mission objectives into technical requirements and reporting results in the terms your stakeholders already measure. As the engagement renews, institutional knowledge compounds and the platform evolves with your priorities.



Engineering Focus Areas

Custom Plugin Development	Capabilities your mission requires (that don't exist in the standard platform) are built to your requirements, tested against your use cases, and documented for your team to extend.
Bespoke Integration Engineering	Connections between Mattermost and internal systems, classified data platforms, or mission-specific tooling that require custom engineering beyond standard webhook and API configuration.
Performance & Scale Engineering	Environments approaching the limits of standard configuration, such as source-level investigation, architectural changes, and optimization applied where standard support can't go.
Air-Gap & Classified Deployment	Purpose-built for environments that can't connect to the outside world. Whether you operate in a classified facility, a sovereign network, or a disconnected forward deployment, the FDE works at the source level to meet your security and regulatory requirements — offline binaries, classification markings, and environment configuration included.



Deliverables | What Your Team Walks Away With

Deliverable	What Your Team Walks Away With
Migration Plan	Scope, data mapping, identity plan, cutover window, and rollback procedure documented and agreed before any data moves.
Clean Data Transfer	Every in-scope channel, message, file, and user history migrated and independently verified before cutover (not assumed).
Cutover with Rollback	Production migration executed in your defined window with a documented rollback procedure in place. Go-live confirmed before we close.
Post-Migration Summary	What was migrated, validation results, any known gaps, and recommended next steps. A permanent record for your team and your stakeholders.

Complex deployments with multiple workstreams or stakeholders?

Add Project Management. Dedicated oversight with structured milestones, stakeholder visibility, and risk tracking from kickoff to closeout.

What We Need From Your Team



Team Availability

Engineering / Platform Lea

Primary technical contact. Owns quarterly requirements definition and delivery acceptance.

IT / Security Leadership

Accountable for access approvals and delivery outcomes.

Executive Sponsor

Engaged at design and at outcome review; validates the value realized.

Infrastructure Before Start

- Development environment access and toolchain confirmed
- Security clearance and access requirements defined for classified environments
- Governance and code review process agreed before first commit

How It Works | Design · Activate · Realize · Evolve

1. DESIGN

Frame the Outcome

2. ACTIVATE

Engineer in Your Environment

3. REALIZE

Prove the Value

4. EVOLVE

Compound the Knowledge

Design | Frame the Outcome

- Joint planning session with your engineering and business leads: quarterly outcomes defined
- Scope confirmed: both sides know what done looks like and what mission result it unlocks
- Dependencies, access requirements, constraints, sprint cadence, and checkpoints agreed upfront

Activate | Engineer in Your Environment

- Sprint-cadenced delivery with weekly syncs to your engineering and platform leads, so blockers surface early
- Code reviewed and accepted through your SCM process. Nothing ships without your sign-off
- Direct escalation to Mattermost Engineering when the work requires it

Realize | Prove the Value

- Every deliverable confirmed complete and accepted through your review process
- Outcome review with engineering leads and your executive sponsor: what changed and what value it delivers
- Documentation and runbooks delivered for everything completed

Evolve | Compound the Knowledge

- New priorities reviewed against evolving mission and business objectives
- Roadmap influence: recurring requirements fed back to Mattermost Engineering
- Institutional knowledge of your environment carries forward, quarter after quarter

What Success Looks Like For Your Organization:



Each quarter closes with defined outcomes delivered, accepted, and traceable to the mission result they enable



Your environment does what your mission requires, not what was available off the shelf



Your team can extend and maintain what was built, without depending on Mattermost



Institutional knowledge of your environment compounds, so the engagement gets more valuable over time



Mission-critical workflows that were once blockers are now operational capabilities