

Jump Starts

Time-boxed, expert-led engagements to deploy, optimize, or evolve your Mattermost environment at key technical milestones. One outcome, defined scope, fixed fee, and a written summary at close.



Value Delivered in Every Engagement

Defined outcome, no scope creep

Scope is agreed before Day 1 starts. Your team knows what will be delivered and signs off at close. Fixed fee, no surprises.

A written record your team owns

Every engagement closes with a findings report, runbook, or configuration record your team owns.

Hands-on from Day 1

Your Mattermost expert is in your environment working from the first session, with configuration, testing, and validation built into the engagement.

Expert eyes on your environment

The engineer who shows up has reviewed your environment before Day 1. Every recommendation and change is grounded in your actual configuration instead of a generic checklist.



Engagement Options

Implementation 3 or 5 days	Use Case Enablement 5 days	Integration Development 5 days	Environment Health Check 3 days
Production-ready from Day 1 A stable, correctly configured Mattermost environment: SSO, integrations, and admin training complete before your first user cohort arrives.	Configured around your operational workflow Playbooks, channels, integrations, and permissions configured around your specific operational workflow and validated end-to-end before we leave.	Your tools, connected and validated Top 3 integrations built, tested, and confirmed operational with automated notifications and cross-platform data flow live on schedule.	Know exactly where you stand A written findings report with prioritized recommendations across configuration, security posture, and operational readiness. Advisory only, no changes made.
Scale Readiness 5 days	Compliance Readiness 3 days	Upgrade Support 3 days	Environment Optimization 3 days
Validate before your growth event, not during it Architecture gaps identified and resolved, performance validated at target scale, and a documented runbook before your next user cohort or program expansion.	Audit-ready before the auditors arrive Retention, export, and audit features configured and validated against your regulatory requirements: SOC 2, ITAR, CMMC, and more.	Upgrade safely and securely Upgrade path assessment, plugin and integration compatibility review, and post-upgrade validation. Includes MySQL to PostgreSQL migration support for v11.	Gaps resolved, environment hardened Hands-on remediation of identified issues through targeted configuration changes, security hardening, and performance improvements applied directly.



What We Need From Your Team

Team Availability

IT Admin / Platform Owner

Full availability Days 1–3 (3-day or 5-day).
Primary technical contact with system access.

Operational / Process Owner

Required for Use Case Enablement.
Owns the workflow being configured.

Pilot Champion

Day 3 (3-day) or Days 4–5 (5-day). Validation and sign-off.

Infrastructure Before Day 1

- Admin access to Mattermost environment (existing or new)
- Implementation Worksheet completed and returned before Day 1
- Integration credentials for any tools being connected
- Variant-specific requirements confirmed on the Kickoff Call

How It Works



3-DAY ENGAGEMENT

Before Day 1

- Expert reviews the environment, confirms access, and sets scope on the Kickoff Call.

Day 1 Configuration & Hands-On Work

- In the environment from the start
- Configuration reviewed and corrected in real time
- Changes documented as they happen

Day 2 Testing & Validation

- All Day 1 changes tested end-to-end
- Edge cases and failure scenarios exercised
- Gaps documented with agreed workarounds

Day 3 Training, Enablement & Handover

- Admin walkthrough and every change explained
- Team exercises key tasks independently
- Written summary delivered and signed off

5-DAY ENGAGEMENT

Before Day 1

- Expert reviews requirements and confirms scope on the Kickoff Call.

Days 1–3 Build & Configure

- Hands-on delivery against agreed scope covering deployment, integrations, use case, or scale work
- Daily progress confirmed with your team
- Configuration documented in real time

Day 4 End-to-End Validation

- Full validation against every agreed success criterion
- Your team exercises the outcome with gaps resolved before Day 5
- Admin walkthrough begins

Day 5 Training, Enablement & Handover

- Full admin and operational lead training
- Pilot Champion confirms outcome meets requirements
- Written summary and runbook delivered and signed off

Engagement Deliverables Are Included in Every Jump Start

#	Deliverable	What Your Team Walks Away With
1	Working Environment	A production-ready Mattermost outcome. Deployed, configured, optimized, or validated depending on your variant.
2	Written Summary	Findings report, runbook, or configuration record delivered at close. Your team owns it, no dependency on Mattermost to maintain it.
3	Admin Confidence	Your designated admin understands what was built, how it was tested, and how to operate it independently.
4	Documented Gaps	All known gaps and edge cases are documented with agreed workarounds and clear owners.

What Success Looks Like For Your Organization:



The scoped outcome is delivered, validated, and signed off before the engagement closes.



Your team operates the result independently, with no ongoing dependency on Mattermost.



Every change is documented and handed over. Your admin owns it from Day 1.



Known gaps have owners, timelines, and agreed workarounds; nothing is left unresolved.



Your environment is in a better, more documented state than when we arrived.