

Managed Services

Mattermost running reliably: monitored, patched, backed up, and compliant without your team owning the operational burden.



What You Get

Platform failure is no longer your 2am problem

24x7 monitoring, on-call response, and SLA-backed uptime means the first call when something goes wrong is ours to make, not yours to receive.

Upgrades happen on a schedule, not a crisis

Every patch and version upgrade is managed end-to-end and scheduled with your team, validated in staging, and deployed with a rollback plan. Deferred upgrades are a risk you hand back to us.

Audit-ready without building it yourself

DR documentation, change logs, security event reporting, and compliance reporting are generated on an ongoing basis. When the auditors arrive, the evidence is already compiled.

Your team focuses on mission, not maintenance

Platform operations are transferred to Mattermost. Your admin retains business administration: users, channels, policies. Everything underneath it is ours to own.



Service Components

Infrastructure Management	Your environment is built, configured, and maintained to Mattermost best practices — architecture, capacity, and configuration managed as a living system, not a one-time setup.
Bring Your Own Cloud	Operational ownership is transferred to Mattermost while your data and infrastructure stay inside your cloud boundary: AWS, Azure, or GCP. Compliance requirements are met without sacrificing operational relief.
Security Monitoring	Authentication anomalies, access events, and platform security configuration are monitored on an ongoing basis and integrated with your SOC if required. Security posture is reported monthly.
TAM Attachment (Recommended)	Managed Services operates the platform. TAM provides strategic guidance, adoption enablement, and roadmap alignment. Together, your platform is operationally sound and strategically guided.



Deliverables | What Your Team Walks Away With

#	Deliverable	What Your Team Walks Away With
1	Proven Uptime	SLA-backed availability per your order form (typically 99.9%+) with 24x7 monitoring and on-call response included, not optional
2	Managed Upgrades	Every patch and upgrade executed without requiring internal ops effort, tested in staging, deployed with a rollback plan, and documented
3	DR Readiness	Cross-region backups, documented RPO/RTO targets, and an annual DR test you can show to auditors and leadership
4	Monthly Operations Report	Availability, incident summary, change log, and compliance posture delivered monthly so you're never surprised at a quarterly review

What We Need From Your Team

Team Availability

CIO / IT Operations

Executive sponsor. Defines uptime requirements, compliance obligations, and change approval authority.

Platform Owner / Admin

Retains business administration. Mattermost owns everything underneath it.

Security / GRC

Defines compliance reporting scope and security event integration requirements.

Infrastructure Before Day 1

- Mattermost environment provisioned or ready for Mattermost-managed provisioning
- Cloud provider and region confirmed (or Bring Your Own Cloud requirements defined)
- Uptime, RPO, and RTO requirements formally documented before contract execution
- Compliance reporting obligations defined before contract execution



How It Works

Onboarding

- Environment audit and baseline documented to ensure we know your environment before we own it
- Monitoring, alerting, and on-call runbooks established
- Backup and DR validated and tested before we sign the handover
- Operational handover agreement executed so that responsibilities are clear on both sides

Ongoing | Operations

- 24x7 monitoring: we see problems before your users do
- Patches deployed on your maintenance windows and tested in staging first, rolled back if anything looks wrong
- Backups running daily with DR validation on the annual schedule in your SLA
- Security events monitored and reported so anomalies are escalated, not accumulated

Ongoing | Reporting

- Monthly operations report: availability, incidents, changes, compliance posture
- Quarterly review with your platform and IT leadership with nothing hidden, and everything documented
- Annual DR test: executed, documented, available for audit
- SLA performance reported per your order form; you see the numbers before your next renewal

Change Management

- Changes proposed through a formal window process so nothing goes into production without your approval
- Staging validation required for every change, no blind deploys
- Rollback plan documented before every change goes to production
- Major version upgrades require customer sign-off — your call, not ours

What Success Looks Like For Your Organization:



Your platform hits its uptime SLA every month: measured and reported, not assumed



Your team hasn't been paged for a platform incident in months because we caught it first



Every upgrade is done, not deferred because no one had time to own the risk



DR documentation is ready for auditors without anyone scrambling to compile it



Your team is focused on mission, not on whether Mattermost is running