

Migration Services

Enterprise-grade migration, expertly executed: Your team's data, fully intact and ready on Day 1.



What You Get

History preserved, nothing lost

Every channel, direct message, thread, attachment, and reaction migrated and independently verified before a single user touches the new platform. A dry run confirms data integrity first, and cutover only happens when the evidence says it's clean.

Cutover on your terms

You set the window. A structured cutover plan, a documented rollback procedure, and a dual-platform period if required, Nothing is irreversible until your team confirms it's right.

Users log in and find their world intact

The experience on Day 1 in Mattermost is seamless. User identity, history, and access were validated before the cutover window opened. No re-onboarding, lost context, or support tickets about missing history.

Compliance and audit trail preserved

Data transferred in alignment with your retention policy, eDiscovery obligations, or regulatory requirements. Premium tier adds formal compliance archival documentation and a defensible chain of custody.

Standard vs. Premium | Choose Based on Your Complexity



Standard

Up to 2 years of message history. Standard SSO identity mapping. Fixed fee, defined multi-day timeline. Right for most organizations moving from a single source platform.



Premium

Extended history beyond 2 years, large user counts (1,000+), complex multi-domain identity mapping, or compliance archival requirements. Staged execution with validation checkpoints at each phase. Scoped per engagement.

Migration sources we support:



Deliverables | What Your Team Walks Away With

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

Most migrations can be completed in a matter of days. For complex migrations with multiple stakeholders, we provide dedicated project management with structured milestones and risk tracking from kickoff to closeout.

What We Need From Your Team



Team Availability

IT Admin / Platform Owner

Full availability throughout. Owns access for source and target environments.

Identity / SSO Owner

On-call for user mapping and authentication configuration.

Security / Compliance

Available for data handling sign-off.

Infrastructure Before Start

- Source platform export completed and accessible
- Mattermost environment provisioned (Cloud or self-hosted)
- SSO / IdP credentials and user directory available
- Data retention and compliance requirements defined
- Cutover window defined and approved by your team

How It Works

1. Scoping & Setup

- Complete data and identity assessment with scope locked in hours.
- Migration blueprint delivered with timelines and approval milestones.
- Target environment provisioned and validated for Day 1 readiness.
- Prerequisites confirmed before execution begins.

2. Validation Dry Run

- Full-scale test migration executed against a staging environment.
- Message history, file attachments, and thread integrity verified automatically.
- Identity mapping audited to confirm user access before production.
- Edge cases resolved in staging before production.

3. Production Cutover

- Source exported and data locked to prevent delta loss.
- Migration executed within your defined technical window.
- User access and historical data retrieval spot-validated post-cutover.
- Go-live confirmed before the environment opens to users.

4. Handoff & Closeout

- Post-migration summary and validation report delivered.
- Admin oriented on new data structures and support workflows.
- Workstream completion documented with recommended next steps.
- Decommission guidance provided for the legacy source platform.

What Success Looks Like For Your Organization:



Every message, channel, and file your team depends on is in Mattermost and accessible.



Users log in via SSO and find their history intact. No support tickets, no confusion.



Data integrity was verified in a dry run before cutover and you have the evidence.



The source platform is ready to decommission on your timeline.



Migration is behind you. Adoption is ahead.