



Deployment Success Model

Mattermost offers a structured set of resources and engagement options tailored to the specific needs, environment, and operational objectives of each organization. The right combination of resources is selected based on the complexity of the deployment, required level of hands-on support, and the environments in which the platform must operate, from cloud-hosted enterprise to air-gapped, sovereign, and classified infrastructure.

- Designated engineering and delivery resources for every rollout
- Engagement model scaled to organizational need instead of “one-size-fits-all”
- Proactive guidance to prevent issues before they impact operations
- Reactive escalation path with defined resolution commitments
- Delivery experience across regulated, sovereign, and classified environments



Deployment Outcomes

Stable & Resilient

The Mattermost platform operates reliably at scale with validated backup, recovery, and HA configurations.

Fit-for-Purpose

Architecture and configuration matched to the specific workflows and mission context of the organization.

Workflow Optimized

Core and custom workflows tuned for mission-critical performance, integrations, and automation.

Regulatory Aligned

Deployment structured to meet applicable compliance, audit, and data sovereignty requirements.

Outcome success criteria are defined at engagement start and validated at each milestone, ensuring delivery is measured against your organization's specific operational requirements.



Deployment Support Options

Select the right level of proactive guidance and hands-on support for your deployment.

Solution Engineers HIGH HANDS-ON	Jump Starts HIGH HANDS-ON	Technical Account Management ADVISORY
Available during the pilot phase to rapidly evaluate the Mattermost platform against your organization's requirements and operational use cases. Reduces technical risk early and accelerates the path to a confident production decision.	Time-boxed, expert-led engagements scoped to deliver specific outcomes at key deployment milestones including initial configuration, integration build-out, migration, and platform optimization. Predictable effort with clear acceptance criteria.	A named Technical Account Manager provides ongoing technical partnership: tracking milestones, coordinating escalations, conducting platform health reviews, and ensuring adoption outcomes remain aligned to operational objectives.
Forward-Deployed Engineers EMBEDDED	Enterprise & Premier Support ON-DEMAND	Managed Services OPERATIONAL
Hands-on engineering resources assigned to solve complex deployment challenges and extend Mattermost for mission workflows. Available on-site or in-region including air-gapped, classified, and sovereign environments.	24x7 support with severity-based SLAs ensures mission-critical issues are triaged and resolved with defined response commitments. Premier provides a dedicated escalation manager for the highest-priority operational environments.	End-to-end operation of the Mattermost platform with monitoring, maintenance, upgrades, and SLA-backed reliability. Designed for organizations that require a fully managed environment with minimal internal administrative overhead.

Complex deployments with multiple workstreams or stakeholders? Add Project Management. Dedicated oversight with structured milestones, stakeholder visibility, and risk tracking from kickoff to closeout.

Deployment in Practice

Anonymous examples of mission-critical deployments delivered by Mattermost.

DEFENSE / SOVEREIGN

Defense Aviation Command

- Built custom flight ops integration for mission-critical scheduling workflows
- Developed custom PCR and operational forms within Mattermost
- Implemented watermarking, email templates, and classification markings
- Forward-deployed engineers resolved mobile call performance issues in-sprint
- Delivered against classified infrastructure requirements

Outcome: Pilot feedback rated overwhelmingly positive. Platform cleared for live operational use.

ENTERPRISE / REGULATED

Global Intelligence & Analytics Platform

- Migrated 75,000 Slack channels and 30,000 custom emojis with zero data loss
- Custom integration bridge built to address new API updates — resolved in-sprint by a dedicated engineering team.
- Integrated with customer's internal multi-vendor LLM hub (OpenAI, Anthropic)
- Deployed three instances + dedicated secure, compliant environment (~5,500 users)
- Real-time data streaming integration scoped and delivered

Outcome: Day 1 go-live achieved on schedule. Sell-through commercial partnership established.

DEFENSE / CLASSIFIED

Classified Defense Network

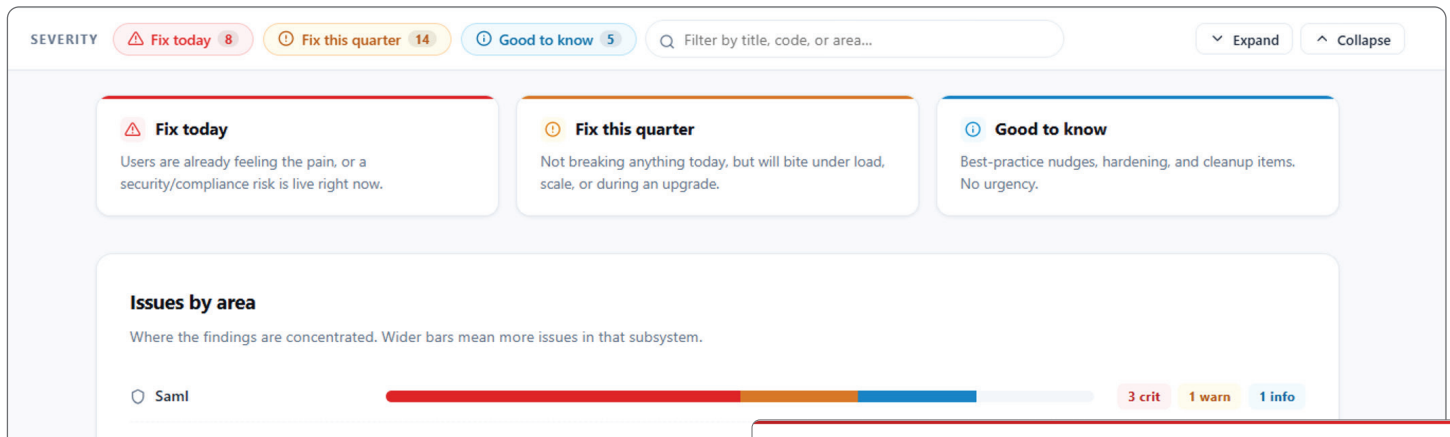
- Built Cross Guard plugin enabling secure cross-domain channel sharing
- Extended Shared Channels API for classified network requirements
- Professional Services scoped, developed, and delivered in 30 days
- Custom plugin architecture designed for air-gapped operational environment
- Handoff to steady-state operations with full documentation

Outcome: Production deployment in 30 days. Cross-domain capability live in a classified environment.



Platform Health Reporting | Sample Report

Comprehensive health reports delivered proactively with step-by-step remediation guidance.



ATTENTION REQUIRED

Mattermost 9.5.3 is below the minimum supported version

Running Mattermost 9.5.3. The minimum supported version is 9.6.0 or higher.

Recommendation: Upgrade to 11.6.0 or, if a longer-sup

SECURITY: PLAN UPGRADE

Security advisories — 49 on end-of-life

Running Mattermost 9.5.3. 49 published security advisories are on end-of-life. Upgrading to 9.5.13 closes the 49 pre-EOL advisories listed in the upgrade path.

The 9.5 branch is end-of-life — Mattermost no longer provides security updates before EOL; newer CVEs fixed on supported branches (current and future).

Top advisories by severity:
MMSA-2024-00386 / CVE-2024-11599 (High) — fixed in 9.6.0
MMSA-2024-00331 / CVE-2024-39777 (High) — fixed in 9.6.0

Customer Health Dashboard — Mattermost1

Automated pre-flight report. Covers core services, database, Elasticsearch, cluster, file storage, push, LDAP, SAML, compliance, retention, and more — with step-by-step fixes pastable into a customer reply.

CUSTOMER: Mattermost1
SOURCE: Support packet
SERVER VERSION: 10.11.15
REPORT GENERATED: 2026-05-12 08:42 UTC

OVERALL ASSESSMENT: HEALTHY
No issues found by this check. Keep monitoring.

SEVERITY: 0 Good to know 2 Filter by title, code, or area...

FIX TODAY: 0
FIX THIS QUARTER: 0
GOOD TO KNOW: 2

CRITICAL: — user-visible or security impact
WARNINGS: — plan remediation soon
BEST PRACTICE: — best practice and

CRITICAL

Fix today 8

These will cause user-visible problems right now, or a security/compliance risk.

Saml 3

Saml SSO descriptor URL is missing.

SAML_MISSING_IDPDESCRPTORURL

WHAT USERS FEEL

SSO login cannot complete.

THE FIX IN ONE LINE Fill in the descriptor URL from the identity provider.

HOW TO FIX, STEP BY STEP

1 Admin UI path

System Console > Authentication > SAML 2.0 > Identity Provider Issuer URL — set it.