Audience	Primary Audience: System Administrators/Directors of IT who are asked to consider a purchase of Mattermost and need detailed information on what they're buying and how our editions and plans work.
	Secondary Audience: Developers, SecOps & SRE who want to know about the business model behind Mattermost open source software
Goals and Metrics	*Education:* How much of the detailed pricing and packaging is consumed by readers. Measure time-on-page and observe scroll-depth (through tools like Lucky Orange)
	NOTE: mattermost.com/pricing and other pages should link to this page for more detail on specific features.
	Commercial Acceleration: Count of click-throughs to trials, quotation and contact us pages
Original	*https://docs.mattermost.com/about/editions-and-offerings.html*

Mattermost editions and plans

Mattermost offers secure collaboration for technical and operations teams, with team messaging, file sharing, audio and screenshare, integrations, workflow automation and project management.

The system can be self-hosted for full control of data and infrastructure, or hosted by Mattermost in our single-tenant Enterprise SaaS offering ("Mattermost Dedicated Enterprise Cloud"). The self-hosted platform ships as an open core platform:

- Open-source edition available free to our community under an MIT license ("Mattermost Team Edition").
- Commercial edition that extends and enhances our open source software with paid, subscription-based offerings ("Mattermost Enterprise Edition").

See below for more details about our Self-Hosted editions and the three Mattermost plans - Free, Professional, and Enterprise.

Self-hosted editions

Self-hosted editions support deploying Mattermost within customer-controlled private environments in public clouds, including AWS, Azure, GCP and Oracle Cloud, as well as on-premises in private clouds and virtual or physical servers. When you're using a self-hosted deployment, a license file needs to be uploaded to activate your subscription.

Mattermost Team Edition

Team Edition is an open-source, self-hosted team messaging and collaboration platform for technical organizations offering all the core productivity benefits of competing team messaging SaaS solutions with the addition of data

control. It can be deployed as a single Linux binary with MySQL or PostgreSQL under an MIT license, with additional deployment options through [Ubuntu/Debian packages](#), [Docker](#) and [Kubernetes](#).

Mattermost Enterprise Edition

[Enterprise Edition](#) is a commercial, self-hosted collaboration platform that deploys identically to our open- source version. It provides the same functionality as Team Edition, with the additional benefit of being able to trial as well as upgrade into an expanded set of features available with paid subscription.

We recommend [installing Enterprise Edition](#), even if you don't currently need a subscription, as it gives you the flexibility to trial or enable additional features should you need them. However, if you only want to install software with a fully open source license, then Mattermost Team Edition is the best choice.

To try the commercial features, [install Mattermost Enterprise Edition](#) within your preferred environment, then start a 30-day free Enterprise trial via **System Console > Edition and License > Start trial**, or [request a trial key online](#) if you are on an air gapped network.

Mattermost plans

Mattermost offers three plans:

- **Mattermost Free** - This plan includes all the productivity and collaboration features for a single team, around 5-25 users, and is available for free.

- **Mattermost Professional** - Designed for 2 to 10 teams, this plan is available as an annual subscription at $10/user/month providing ***advanced access controls and user management***, such as SAML SSO.

- **Mattermost Enterprise** - Designed for more than 10 teams, this plan is available as an annual subscription purchased [by contacting our enterprise sales team](#), and supports large and sophisticated organizations with ***high-scale deployment*** features such as AD/LDAP synchronization to automate user management, access control for large organizations and high availability support, along with ***advanced compliance features*** such as Enterprise Information Archiving (EIA) support with eDiscovery, higher support tiers, and SLAs.

For Self-Hosted, the free plan is available in both Team Edition and Enterprise Edition. Professional and Enterprise features can be unlocked by applying a valid license key on Enterprise Edition that comes with a subscription purchase, or by starting a 30-day free trial that can be activated either in-product (**System Console > Edition and License > Start trial**), or [request a trial key online](#) if you are on an air gapped network.

Additionally, Mattermost Enterprise plan is offered in a fully isolated, single-tenant Enterprise SaaS offering ("**Mattermost Dedicated Enterprise Cloud**"), designed for more than 500 users, available as an annual subscription purchased [by contacting our enterprise sales team](#), and supports large and sophisticated organizations with ***advanced security features*** with a dedicated Kubernetes cluster, dedicated database and dedicated encryption keys, secure networking access via specific IP addresses only, and observability with access to audit and system logs.

Mattermost Free

Mattermost Free includes all the productivity and collaboration features for a single team, around 5-25 users, and is available [for free](#).

Features include:

- Workplace messaging and file sharing:
    - [1-1 and group messaging](#) to communicate and collaborate in teams
    - [Threaded messaging](#) to create organized discussions around specific topics
    - [Message and file search](#) to quickly find information and context
    - [Custom emojis](#) and [emoji reactions](#) for precise and concise communication in the context of team culture
    - [Markdown and rich text editor](#) to quickly share and format technical communications
    - [File sharing](#) to speed collaboration
    - [File previews](#) and [link previews](#) for quickly getting context on shared materials
    - [Notifications on keywords](#) to monitor conversations for updates and mentions
    - [Keyboard shortcuts](#) to speed navigation (shortcuts are Slack-compatible)
    - [Favorite channels list](#) to speed navigation to frequently used channels
    - [Built-in slash commands](#) to quickly kick off important actions
    - [Message forwarding](#) to easily share conversations with others
    - [Pinned and saved messages](#) to quickly access important messages or reminders
    - [Localization in 20+ languages](#), including Bulgarian, Chinese (Simplified and Traditional), Dutch, English (US and Australian), French, German, Hungarian, Italian, Japanese, Korean, Persian, Polish, Portuguese (Brazilian), Romanian, Russian, Spanish, Swedish, Turkish, and Ukrainian
- Audio calls and screenshare
    - [1-1 audio calls](#) for personal discussions (requires [network configuration](#))
    - [Group audio calls](#) for team discussions (requires an external TURN server)
    - [Live screenshare](#) for collaborating on discussions and issues (requires an external TURN server)
    - [Persistent threads during audio calls](#) to share information in context
- Workflow automation
    - [Shared checklists with optional automation](#) to run playbooks across teams and systems
    - [Triggers and actions](#) for automated workflows
    - [Task assignments and due dates](#) to create clarity on next actions **// in Professional today**
    - [Notifications and status updates](#) to keep stakeholders informed
    - [Incident response framework](#) to measure, analyze and continuously improve mean time to response and to resolution
    - [Retrospective reports with timelines](#) to continuously improve team workflows **// in Professional today**
    - [Feature lifecycle framework](#) to increase consistency and reduce errors in development cycles
    - [Release management framework](#) to reduce shipping delays and surprises
    - [Customizable workflows](#) to speed progress and increase efficiency
- Project management
    - [Two-way Jira integration](#) to create and update Jira issues from Mattermost Channels
    - Two-way [GitLab](#) and [GitHub](#) integrations to create and update GitLab and GitHub issues from Mattermost Channels
    - [Mattermost Boards](#) for built-in issue tracking and project management, including:
        - [Pre-built templates](#) for project coordination, meeting agenda, and sprint planning
        - [Customizable Cards](#) to define and manage tasks
        - [Customizable property types](#) including text, numbers, dates and multi-select

- - - ○ [Mentions](#) to quickly notify collaborators for a specific task
    - ○ [Card views](#) for organizing work in boards, tables, galleries, and calendars
    - ○ [Grouping, filtering and sorting of cards](#) to easily organize your project views
    - ○ [Aggregations](#) including sum, mean, max for number types
- **Authentication**
  - ○ [Multi-factor authentication](#) with email-based logins
  - ○ [Password requirements enforcement](#) for email logins with required length and characters
  - ○ [Single sign-on with GitLab](#) for increased convenience (Self-Hosted only)
- **Reporting and statistics**
  - ○ [Team activity reporting](#) to keep users up-to-date on relevant cross-team actions
  - ○ [System statistics](#) for administrators to monitor usage and system health
  - ○ [Self-Hosting statistics](#) to understand technical utilization (via Grafana, in Self-Hosted only)
- **Self-Hosted deployment**
  - ○ [Deploy as Linux binary with MySQL or PostgreSQL](#) on Ubuntu, Debian or Red Hat Linux distros
  - ○ [Deploy cloud native to Kubernetes](#) with open source Mattermost Kubernetes operator
  - ○ (Evaluation) [Deploy pre-packaged open source Team Edition from public cloud marketplaces](#) with Amazon Web Services, Microsoft Azure of Google Cloud Platform
  - ○ (Evaluation) [Deploy as a single node Docker container](#) with a [single line command](#)
  - ○ [Deploy to hosted public SaaS service managed by Mattermost, Inc.](#)
- **Cloud-Hosted deployment**
  - ○ (Evaluation) [Deploy pre-packaged open source Team Edition from public cloud market place](#) with Amazon Web Services, Microsoft Azure of Google Cloud Platform
- **Mobile, Desktop and Web Applications**
  - ○ [Mobile apps for iPhone and Android](#) to access Mattermost on iOS and Android devices
  - ○ [Desktop apps Windows, macOS, and Linux](#) to access Mattermost on desktop
  - ○ [Web Interface for desktop and mobile](#) with responsive design supporting desktop & mobile
- **Mattermost solutions for technical workflows**
  - ○ [Mattermost solutions for GitLab](#) to help DevSecOps organizations ship software faster.
  - ○ Mattermost for Microsoft Teams to accelerate technical workflows on the Microsoft 365 Platform
- **Pre-built integrations for common technical tools**
  - ○ DevOps toolchain ([Jira](#), [GitHub](#), [GitLab](#), [Jenkins](#), [Bitbucket](#), [CircleCI](#))
  - ○ Atlassian suite ([Jira](#), [Confluence](#), [OpsGenie](#), [Statuspage](#))
  - ○ Incident management tools ([PagerDuty](#), [OpsGenie](#), [ServiceNow](#))
  - ○ Audio/Video conference tools ([Zoom](#), [Microsoft Teams Meetings](#), [Jitsi](#), [WebEx](#))
  - ○ Microsoft365 tools ([Microsoft Teams Meetings](#), [Microsoft Outlook Calendar](#))
- **Custom integrations support**
  - ○ [Custom incoming and outgoing webhooks](#) to connect to in-house and external systems
  - ○ [Custom slash commands](#) to quickly take customized actions and kick off important events
  - ○ [REST API integrations](#) to interact directly with the Mattermost server
  - ○ [UX/UI customization](#) to tailor the look and feel of the Mattermost platform
  - ○ [Custom Apps](#) to use or build lightweight plugins to extend or add functionality and integration with external tools, integrated with built-in security
  - ○ [Whitelabeling](#) to customize the Mattermost branding for your organization
  - ○ [Custom branding](#) to present a Mattermost login page tailored to your organization's branding

- - [Custom themes](#) to customize the user interface colors to your organization's branding
  - [Custom plugins](#) to customize the user interface, launch tightly integrated services with RPC, and extend the Mattermost REST API (Self-Hosted only)
- Complete operational auditability (Self-Hosted Only)
  - [Full access to logs](#) of all servers for full auditability of the system, including infrastructure changes, database changes, network traffic, configuration changes, user and admin activity, logins & IP addresses.
  - [Full access to all source code](#) for full auditability of the software

Mattermost Professional

Mattermost Professional is designed for 2 to 10 teams, available as an annual subscription at $10/user/month providing **advanced access controls and user management**, such as SAML SSO.

[Deploy Self-Hosted](#), then [purchase a Professional license key](#). You can activate a free 30-day Enterprise trial in-product (**System Console > Edition and License > Start trial**) or [request a trial key online](#) if you are on an air gapped network. The Enterprise trial includes all Professional features to try out.

Features include everything in Free, plus:

- Advanced access controls
  - Single-sign-on support with [SAML](#), [LDAP](#), [OpenID Connect](#), [Google](#), and [Office365](#) for centralized identity management and automatic account provisioning
  - [MFA enforcement during login](#) to ensure users meet IT security requirements
  - [Advanced team permissions](#) to tailor permissions to the needs of each team
  - [Guest accounts](#) with limited access controls to easily invite external collaborators to your system.
  - [Shared channels](#) to collaborate with external partners and customers using multiple Mattermost instances in a federated architecture (experimental-level feature)
- Advanced user management
  - [Custom user groups](#) to notify specific groups or teams of users
  - [AD/LDAP user sync](#) to synchronize account information including first name, last name, position, email, and profile picture
- Advanced system management and IT administration
  - [Read-only announcement channels](#) to easily share important announcements not missed by regular chatter
  - [System-wide announcement banners](#) to share maintenance updates for your organization
  - [Shareable read-only boards](#) to share controlled public access to boards **// in Free today**
  - [System-wide read-only playbooks](#) to only allow Playbook Admins to edit playbooks **// in Enterprise today**
  - [Cross-team insights](#), with increased visibility into what is occurring in other teams or departments, including most active channels and threads

Mattermost Enterprise

Mattermost Enterprise is designed for more than 10 teams, available as an annual subscription purchased [by contacting our enterprise sales team](#), and supports large and sophisticated organizations with **high-scale**

deployment features such as AD/LDAP synchronization to automate user management, access control for large organizations and high availability support, along with *advanced compliance features* such as Enterprise Information Archiving (EIA) support with eDiscovery, higher support tiers, and SLAs.

Deploy Self-Hosted, then purchase an Enterprise license key. You can activate a free 30-day trial in-product (**System Console > Edition and License > Start trial**) or request a trial key online if you are on an air gapped network.

Features include everything in Professional, plus:

- Enterprise-scale user management
    - AD/LDAP Group sync to automate user provisioning of access controls, channels, and teams
    - Delegated administration to provide granular controls with custom system admin roles
    - MSI installer with Group Policies (GPOs) for desktop applications for automating application management (beta-level feature) **// in Free today**
    - Certificate-based authentication to grant access to Mattermost based on a device-level certificate (experimental-level feature)
- Enterprise-scale system management (Self-Hosted only)
    - Elasticsearch for search with dedicated indexing and usage resourcing via clustering support
    - High availability support for redundancy and disaster recovery via multi-node database deployment
    - Horizontal scaling to support varied demand at scale via cluster-based deployment
    - Advanced performance monitoring to monitor system performance via Prometheus and Grafana
    - Standalone Calls server with Kubernetes support to scale up system performance when running alongside Mattermost
- Enterprise-scale pre-built integrations
    - High-scale pre-built Jira integration to support multiple concurrent Jira servers **// in Professional today**
- Enterprise-scale reporting and productivity metrics
    - Executive incident response reporting and dashboards to … **// in Professional today**
    - Playbook analytics dashboards to … **// in Enterprise today**
    - Custom retrospective metrics to … **// in Enterprise toda**y
- Enterprise-scale private mobile communications
    - Enterprise Mobility Management (EMM) to manage secure mobile endpoints with a managed app configuration (via AppConfig), including AirWatch, Blackberry Dynamics and MobileIron
    - Private mobile communications via encryption keys and certifications with custom mobile applications
    - Custom push notification service to transmit push notifications within your private network
    - ID-only push notifications to remove the need to pass clear text notifications through Apple and Google's mobile notification relays.
- Advanced compliance and data retention policy support
    - Granular audit logs with data export for enhanced compliance controls
    - Global and custom retention policies for messages and files to manage risks for lost or stolen information
    - Customizable end-user terms of service and re-acceptance duration for advanced legal controles
- eDiscovery, EIA & FINRA compliance
    - eDiscovery to extract data for legal or auditory purposes

- - [Compliance monitoring](#) to enable compliance oversight and prevent unauthorized access or queries
  - [Compliance export automation](#) to securely store data for legal hold
  - [EIA integration with Smarsh/Actiance and Global Relay](#) to store the data in third-party data archival systems
  - [Incident channel exports](#) for compliance auditing and reporting

Mattermost Dedicated

Mattermost Dedicated is designed for more than 500 users, available as an annual subscription purchased [by contacting our enterprise sales team](#), and supports large and sophisticated organizations with **advanced security features** such as a fully isolated, single-tenant Cloud environment with a dedicated Kubernetes cluster, dedicated database and dedicated encryption keys, secure networking access via specific IP addresses only, and observability with access to audit and system logs.

Request a cloud evaluation environment <add link>, then [purchase a Dedicated Enterprise Cloud subscription](#).

Features include everything in Enterprise, plus:

- Advanced security standards
  - Single-tenant Cloud deployment with no shared resources with other customer environments
  - Secure networking with public connectivity only available to a list of specified IP addresses who can access your Mattermost Dedicated instance
  - Full data encryption at rest and in transit using the latest encryption standards
- Enterprise-grade availability and scalability
  - High availability load balancers for enhanced app performance automatically scaled for managing capacity in response to incoming application traffic
  - Guaranteed 99.9% quarterly uptime SLA with business continuity plans
  - Disaster recovery objectives with 24-hour RPO and 4-hour RTO targets
- Advanced compliance standards
  - Fully isolated with a dedicated Kubernetes cluster, a dedicated database and dedicated encryption keys
  - Audit and observability with full access to audit and system logs generated by the application via AWS S3 bucket
  - [SOC2 Type1 certification](#) with roadmap to SOC 2 Type 2

Mattermost legacy plans

Mattermost introduced a new pricing and packaging structure on October 16, 2021. The plans listed below reached end-of-life on October 31, 2022. We're no longer selling these products to new customers. For existing customers, we highly recommend working with us to [update your plan to Professional or Enterprise](#). Please [contact our Sales team](#) for guidance.

Mattermost Enterprise Edition E10

Mattermost E10 was offered as a commercial enterprise messaging solution for teams, groups, and departments working on multiple projects scaling from hundreds to thousands of users. Many E10 features are now offered in Mattermost Professional. Features included: Active Directory/LDAP Single Sign-on; OAuth 2.0 authentication for team creation, account creation, and user login; encrypted push notifications with service level agreements (SLAs) via HPNS; advanced access control policy; next business day support via online ticketing system.

Mattermost Enterprise Edition E20

Mattermost Enterprise E20 was offered as a commercial enterprise-grade messaging system that scales from hundreds to tens of thousands of users. Enterprise Edition E20 features are now offered in Mattermost Enterprise.

Features included: Advanced SAML 2.0 authentication with Okta, OneLogin, and Active Directory Federation Services; Active Directory/LDAP group synchronization; OpenID Connect authentication for team creation, account creation, and user login; compliance exports of message histories with oversight protection; custom retention policies for messages and files; high availability support with multi-node database deployment; horizontal scaling through cluster-based deployment; Elasticsearch support for highly efficient database searches in a cluster environment; advanced performance monitoring; eligibility for Premier Support add-on.

Product feedback

We'd love to hear your feedback about our editions, plans and the product! Join the Mattermost forum to share your feedback to influence the future of the platform.