

Mattermost

Martin Storø Nyfløtt

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Emails and Skype: Possible improvements

- Not very team oriented
- No support for code highlighting
- Slow/impossible for sending large attachments
- Emails: A lot of overhead with simple messages
- Skype: Group messages “drowns” away, hard to search in large conversations
- Larger discussions hard to follow through emails
- Alternative: Walk physically to where person X is sitting: Takes time, more error prone, not searchable as text afterwards
 - What about remote workers?

Advancements in the last few years

- Slack caught on in the IT industry as IM platform for internal comm.
- “Resurrection” of IRC
- Messages are persistent across sessions
- Easier service integration, search support, better support for attachments, VoIP/conference support
- Integration with other services (Jira, Jenkins, GitHub, etc.) often through bots
- Communication encrypted using SSL
- Bots are by many considered as the next advancement in UI

Channels

- Comparable to group chats in Skype
- People can leave/join as they want
- Private or public channels
- People in a group chat can see entire chat, not just from where they joined
- Flag/pin important messages
- Attachments downloaded on demand
- Notifications for channels can be managed (all activity, mentions only, none)

Mattermost: Possible product

- Free open-source alternative to Slack
- Used by CERN IT for internal communication
- <https://mattermost.web.cern.ch/root> (SSO-supported)
- Mentions using CERN username handle e.g. @martisny

Conclusion

- Will still use emails, Skype, and interact person to person
- Does some of the things Skype and emails does very well
- Lower overhead for communication
- Richer communication-tool for IM
- More efficient group communication
- Need for a tool for internal communication

Is this worth a try?

- Small demo: <https://mattermost.web.cern.ch/root>