

From Protocol to Product...

Matrix for the workplace



Danielle Kirkwood

Speaker

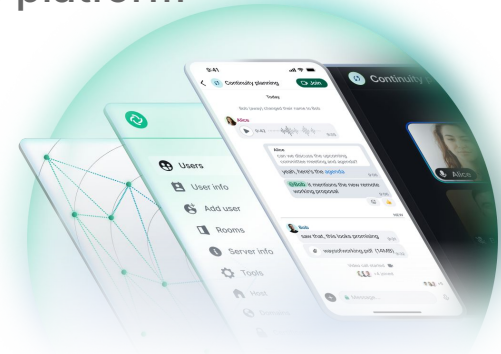
- Danielle Kirkwood, Product Management @ Element

Mission: Connect People

- We build & sell a sovereign and secure open collaboration platform

Agenda

- Build or Buy; Factors to consider when looking for a comms platform
- Transforming the protocol into product
- Element Server Suite



LAYERS

WORKPLACE



Frontend

Backend

Open standard

[matrix]

Deciding whether to buy or build?

Ask yourself, do I need:

Control over chat room hierarchies

Secure Border Gateways

Auditing for compliance

Easy administration

Early notice of security updates

Flexible retention policies

- Capabilities
- Cost
- Resources
- Time
- Long-term maintenance

YES



element Server Suite

The new requirements for communications.



78%

High availability and uptime



69%

Data sovereignty



78%

End-to-end encryption



68%

Scalability



75%

Reliability



61%

Ease of deployment



71%

Federation



55%

Open standard



Matrix.

The protocol can address *some* of those:

- Open standard and interoperability
- Data sovereignty
- End-to-end encryption and security
- Federation and resilience

But it's not as easy as that...

PEOPLE



Protocol to product

Transforming the open standard, Matrix, into a professional, user-friendly, versatile product

Allowing you to focus on what matters most and addressing real-world needs

- User interaction
- Integration into workflows
- Management and support tools
- Enterprise-level features
- Flexible deployment & configuration





**A backend server
for your setup.**



element Server Suite

ho

SECTIONS



Users



User info

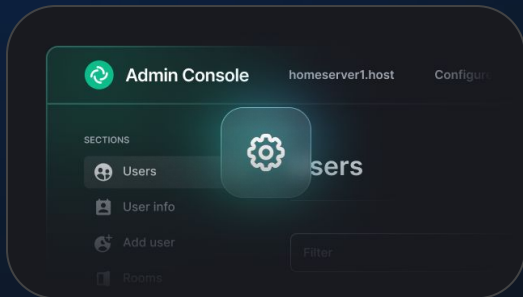


Add user



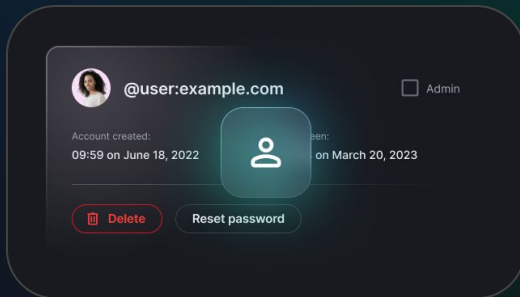
Rooms





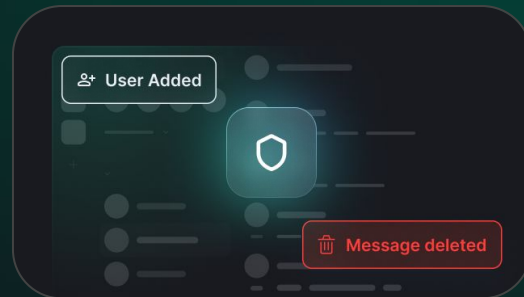
Admin Console

Manage the future of real-time communication.



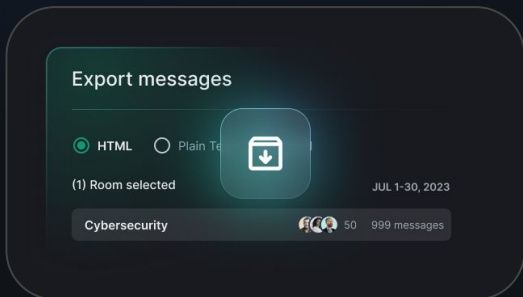
Identity and Access Management

Support for single sign-on (SSO) integration.



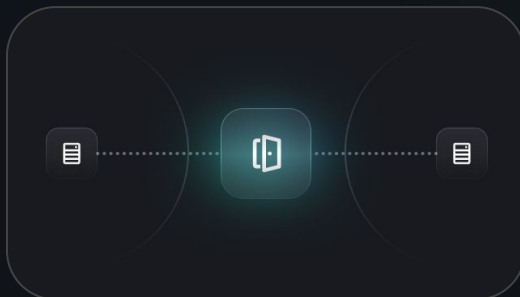
Moderating

Corporate oversight and management of your organisation's conversations.



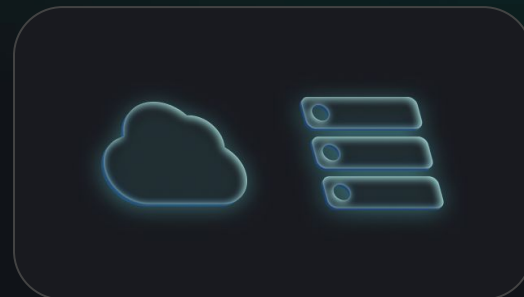
Auditing

Capture an official record of conversations for compliance.



Secure Border Gateways

Add an extra layer of security.

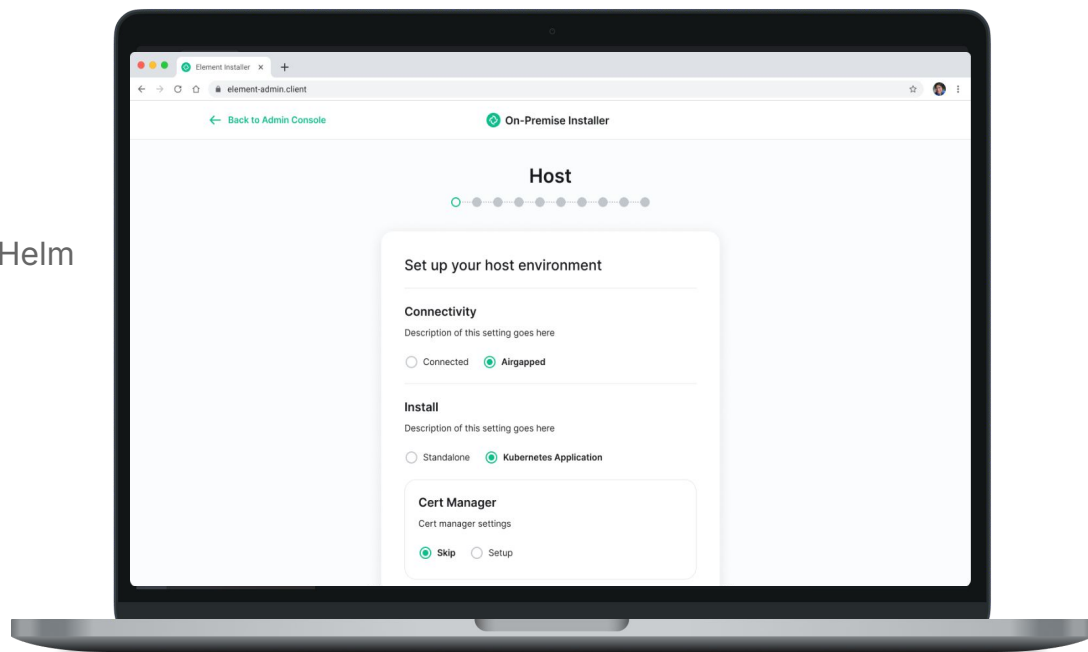


Flexible deployments

Build your system how suits you best

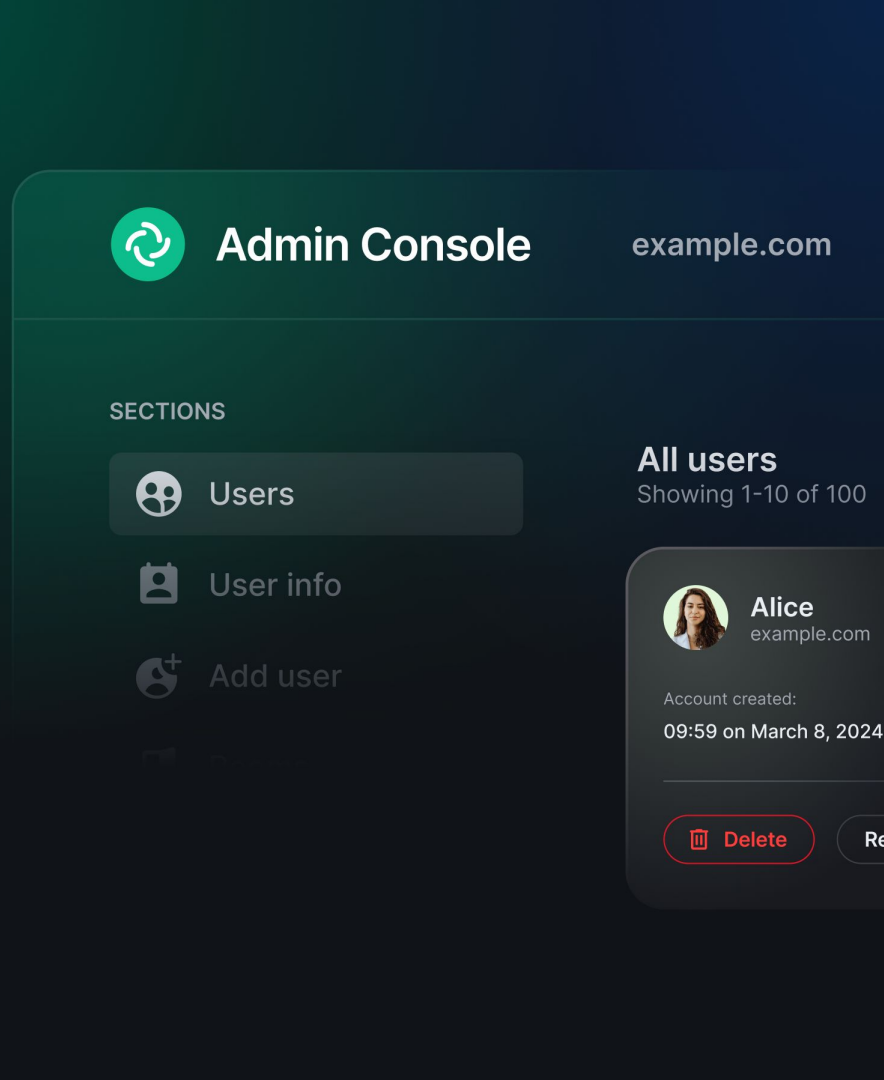
Deployment

- Simple, flexible deployment
- It's Kubernetes & runs as an Operator
- Use the graphical interface installer, or Helm charts



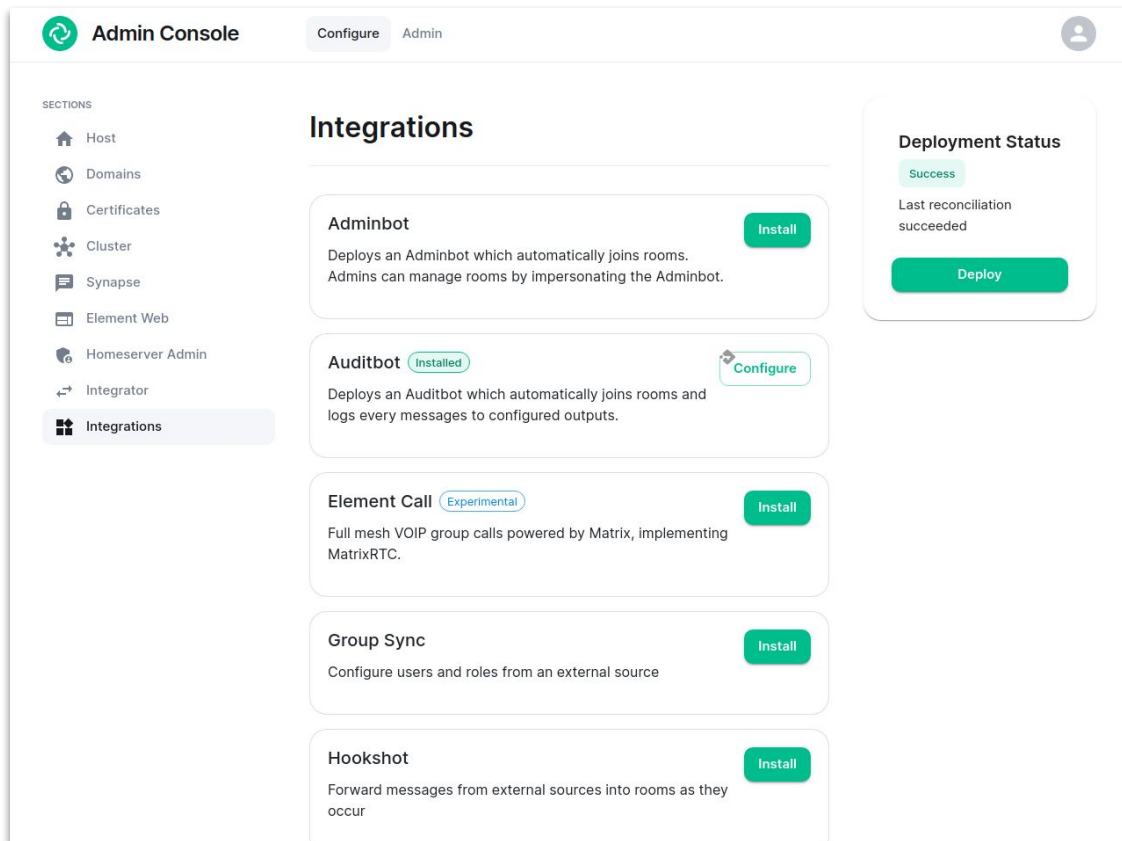
Admin Console

- UI for administering your homesever
- Accessibility best practices
- A 'single pane of glass' providing full control of your server settings



Configure

- ESS Admin Console allows you to manage and change the various parts of your homeserver deployment
- Configure a large number of server integrations that fit your specific requirements



ID Management

- Use your SSO credentials
- Integrate with Active Directory, LDAP, SAML 2.0, CAS and OIDC
- Simplify identity management and save administrative burden

@user:example.com Admin

Account created: 09:59 on June 18, 2022

Last login: on March 20, 2023

Delete Reset password

LDAP SAML SAML 2.0 CAS Open ID Connect

Manage

- Admin Tools allow for easy administration of your server and it's users
 - Manage users
 - Manage rooms
 - View media storage
 - Manage federation

The screenshot shows the 'Admin Console' interface for a server. The 'Admin' tab is active. The 'Users' section is selected in the sidebar, and the main content area displays a list of users. The list has columns for 'MATRIX ID', 'DISPLAY NAME', and 'IS ADMIN?'. There are five users listed: @danielle:element.demo, @kabbott:element.demo, @matthew:element.demo, @patrick:element.demo, and @rick:element.demo. A search filter is present at the top, and there are checkboxes for 'Include deactivated accounts', 'Include guest accounts', and 'Include support and bot accounts'. A pagination control shows 'Showing 1-5 of 5' and a 'Show 10' dropdown at the bottom.

MATRIX ID	DISPLAY NAME	IS ADMIN?
D @danielle:element.demo	danielle	
K @kabbott:element.demo	kabbott	
M @matthew:element.demo	matthew	
P @patrick:element.demo	patrick	
R @rick:element.demo	rick	

Secure border gateways

- Add an extra layer of security
- Control the flow of traffic between user and rooms
- Customise access permissions between federated homeservers
- Use predefined rules set by your organisations (not ours!)



Auditing

- Read-only access for all rooms
- Visible to all end users to ensure transparency
- Direct messages between two individuals can be excluded
- Set retention period for messages and media

Export messages

HTML Plain Text



(1) Room selected

JUL 1-30, 2023

Cybersecurity



50

999 messages

Data retention

Automatically delete messages after set time.

Enabled:



Messages:

123

days

Delete messages 123 days after they were created.

Moderating

- Administer rooms centrally
- A moderator has top level permissions
- Moderators are visible to users to ensure transparency
- Remove unwanted messages/files from rooms

