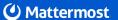


# Lessons learned building software with a fully remote team

March, 2020

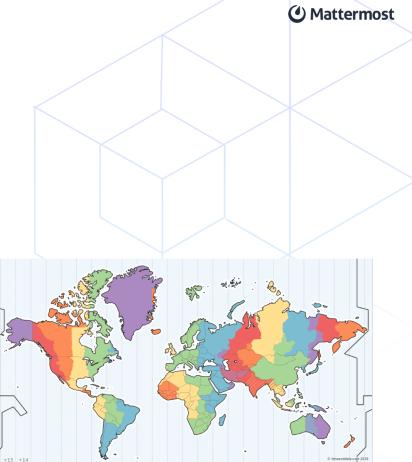
Corey Hulen / Co-founder and CTO, Mattermost, Inc.



Why did we build a fully remote development team?

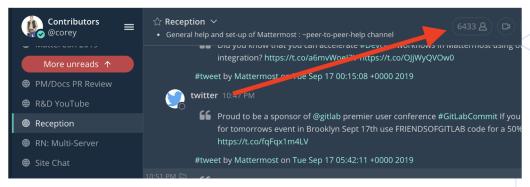
## Why





Why Cont.







https://community.mattermost.com https://community-daily.mattermost.com





What are the benefits of a fully remote development team?

### **Benefits**







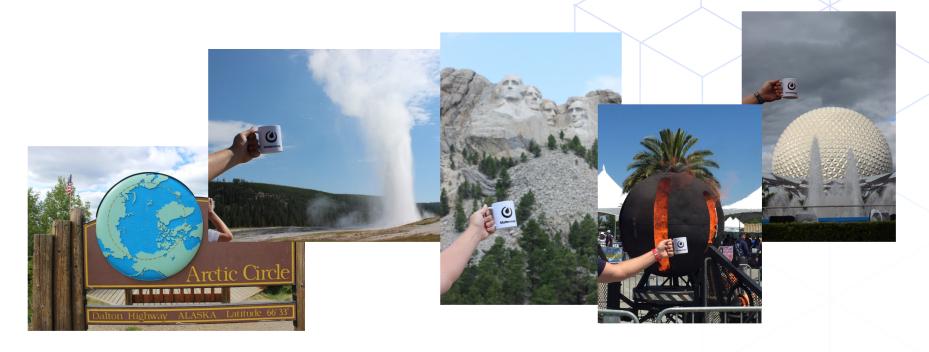






Mattermost

We offer a digital nomad lifestyle most only dream about





What are the drawbacks of fully remote?

### **Drawbacks**







Online

Away

Do Not Disturb

Disables Desktop and Push Notifications

Offline

### **Drawbacks Cont**

Human face-to-face time\*















# What does good communication look like?







### The Good Cont.







### The Good Cont.





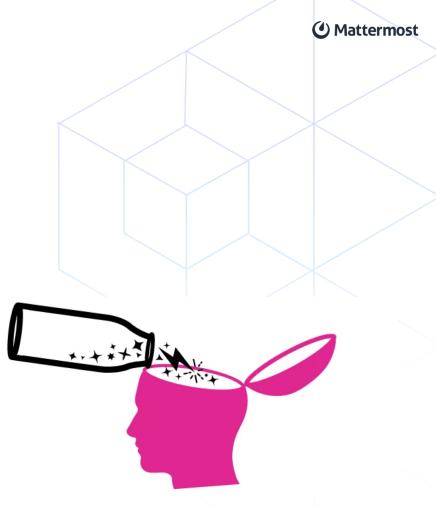
- Social: AnimalsSocial: Education
- Social: Gaming
- Social: Photography
- Social: Reading
- Social: Vrooom





### The Good Cont.







# What does suboptimal communication look like?

### The Bad















Reception

Confirm sending notifications to entire channel

By using @all or @channel you are about to send notifications to **6429 people** in **157 timezones**. Are you sure you want to do this?

Cancel

Confirm



twitter 10:47 PM



What tools do we use to be effective?



# (1) Mattermost





Contributors
@corey







integration? https://

#tweet by Mattermost or



twitter 10:47 PM

Froud to be a spor for tomorrows eve https://t.co/fqFqx1

#tweet by Mattermost or

**66** RT @gitlab: One. M









Community Heartbeat



Sustained Engineering

**FAVORITE CHANNELS** 



Developer Leads











How do we work with customers?

### **Customer Communication**



#### **PUBLIC CHANNELS**

+

- Ask R&D
- Authentication
- Bot Accounts
- **⊕** Bugs
- Community Heartbeat
- Community Post Morte...
- Developers
- **(#)** Developers: Performan...

pursuing this in the near future, at least for now.



Paul Rothrock 7:15 PM □

### Errors when using WebSocketUrl

I have a customer who's trying to configure Websocket traffic to go thro and they're getting this error (which I'm able to replicate):

{"level":"debug","ts":1568334983.5005293,"caller":"app/v {"level":"debug","ts":1568334983.5016837,"caller":"app/v

#### Things to note:

Going to http://ws.localhost:8000 directs r











What are we trying to improve?











### **Questions?**

### How to reach me?

**(4)** Mattermost

Twitter: @corey\_hulen

Email: <a href="mailto:corey@hulen.com">corey@hulen.com</a> or <a href="mailto:corey@mattermost.com">corey@mattermost.com</a>

Mattermost: @corey on https://community.mattermost.com