

# Matrix in Public Sector:

## Ecosystem support, collaboration & interop

SPEAKER

**Marco Holz**

FITKO



the  
**matrix**  
conference  
*Malmö 2026*



SPEAKER

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the  
**matrix**  
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*Malmö 2026*



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the  
**matrix**  
conference  
*Malmö 2026*



SPEAKER

**Patrick Weber**

Ministère de la  
Digitalisation



the  
**matrix**  
conference  
*Malmö 2026*





# SAFOS

Chatt

**7k**

accounts

**6.5k**

monthly  
active

**19**

agencies /  
ministries

[ **matrix** ]



by Försäkringskassan - Kenneth Edwall, IT-architect

## Timeline

**2020** · decision

**2023** · pilot

**2024** · production

**2026** · scale

**today** · continue scaling

## Scope and objectives

Secure government-owned modern chat solution built for government authorities. Works as an alternative or complement to public cloud services.

## Why Matrix

Open source based which makes it adaptable, provides interoperability and federation support from the ground up. Vendor-agnostic.

## Roll-out

Mandated by the Swedish government. Interest-based, no forced roll out. Transparent and collaborative approach.

## Build or buy

ESS Pro LTS, Element web/desktop/app, own IAM capability everything hosted by Försäkringskassan. Indirect upstream contribution via support contract + contracted developers



# Luxchat4gov

Ministry for Digitalisation Luxembourg

**14k**

accounts

**64k**

Public Sector  
potential Users

[matrix]



## Timeline

**2020** · decision

**2021** · pilot

**2023** · production

**2025** · scale

**today** · Luxchat  
Ecosystem

## Scope and objectives

1. Establish sovereign alternative IM for public sector
2. Scale government, administrations, police, education
3. Scaling to an integrated ecosystem across public sector, private sector and public Luxchat

## Why Matrix

Federated, open standard, sovereign and E2EE solution  
Resilience, out-of-band solution

Build ecosystem across many partners and integrations -  
Luxchat4gov, Luxchat, and LuxchatPro !

## Roll-out

1. Poc in 2021
2. Production for public sector in 2023
3. Migration to ElementX + Element Call in Nov 2026
4. Scaling of ecosystem also for private sector

## Build or buy

LU-CIX local sovereign partner, hosting and running service  
Building a national ecosystem !



# ZaPuK / Neo

by FITKO for German IT Planning Council  
Marco Holz, Federal Architecture Management

**60M**

accounts<sup>1</sup>

**8M**

monthly  
active<sup>1</sup>

**10k**

agencies /  
ministries<sup>1</sup>

[**matrix**]



## Timeline

**2023** · first concepts & decision

**2025/26** · target architecture & pilot development

**2027+** · deployment

## Scope and objectives

- G2C & G2B communication infrastructure
- Integrated in public agencies' case management software

## Why Matrix

Vendor-agnostic, flexible open standard that allows us to focus on G2X-specific service design while collaborating with a wider ecosystem.

## Roll-out (2027+)

- Consolidation of heterogeneous G2X infrastructure
- Mandated by IT Planning Council in March 2026
- Part of larger "Germany Stack"

## Build or buy

- Buy standardized components (server, SDK, ...)
- Build custom clients (government app, portal)
- Contribute upstream as much as possible (e.g. rust-sdk wasm improvements, extensible events)



# Tchap

by DINUM - Mathieu Velten,  
Tech lead & architect

**857k**

accounts

**460k**

monthly  
active

**100+**

entities

[ **matrix** ]



## Timeline

**2018** · decision

**2018** · pilot

**2019** · production

**2022** · scale

**today** · essential tool

### Scope and objectives

Being the go-to instant messaging tool for public servants.  
Sovereignty as a goal, to replace WhatsApp/Teams...

### Why Matrix

Federation was a big plus, giving ability to scale horizontally through domain and place segregation.

### Roll-out

Organic growth at first.  
Recommend tool by decree since September 2025.

### Build or buy

Self hosted and mainly built, with the help of the editor at first, and then mainly flying ourselves. Foundation membership, upstream contributions and driving some spec proposals.

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