

CrowdStrike Flex for Services

No initiation-cost incident response coverage
for eligible organizations to strengthen readiness
now and security over time

CrowdStrike® Flex for Services gives large organizations a low-friction path to committed incident response (IR) coverage and direct access to CrowdStrike's elite cybersecurity experts without the upfront financial burden of a traditional retainer. Flex for Services delivers a flexible pool of hours that can be used across IR (up to 160 hours), threat hunting, red teaming, and advisory services (up to 40 hours of proactive services) at no cost for eligible organizations. The result is a practical and attractive way to access premium IR expertise, simplify procurement, and improve readiness before an incident occurs.

When a breach hits, large organizations do not have time to navigate procurement delays, stand up new partners, or determine who will lead the response. They need confidence that elite IR expertise will be available fast. But for some organizations, especially those that do not have an existing relationship with CrowdStrike, putting that coverage in place through a broader services or platform commitment is not always the first step they are ready to take. They are looking for a fast, low-friction path to IR readiness that also creates value before a breach occurs.

CrowdStrike Flex for Services provides eligible organizations with a no-initial-cost, low-friction path to committed IR coverage and direct access to CrowdStrike's elite cybersecurity experts. Through a standalone 12-month agreement, eligible organizations receive a defined IR time, 160 hours of IR capacity, and 40 hours of proactive services to improve readiness before a breach occurs. This provides premium IR support immediately, with no initial cost.

Key benefits

- **No-cost incident response coverage:** Organizations gain access to 160 hours of committed IR coverage with no upfront services spend.
- **Built for readiness, not just response:** The offer includes proactive service hours that can be applied toward a comprehensive catalog of readiness activities, such as cybersecurity assessment, testing, advisory, and integration/automation. This allows organizations to proactively strengthen readiness before an incident, moving beyond a purely reactive, post-breach response.
- **A low-friction path to CrowdStrike expertise:** Qualified organizations can engage CrowdStrike through a standalone 12-month term with no upfront cost.
- **Trusted expertise when it matters most:** If a breach occurs, organizations have a committed path to CrowdStrike's IR team. This gives them confidence that experienced responders are already in place before a crisis begins.

Key service components

These services help organizations establish a trusted response path, improve incident readiness before a breach, and simplify the first step in building a longer-term relationship with CrowdStrike.

Committed Incident Response Coverage

The offer includes a defined IR time and 160 hours of IR capacity, giving organizations a trusted path to CrowdStrike's responders if a breach occurs — elite expertise available when time matters most.

Proactive Readiness Services

The offer includes 40 hours of proactive services that can be used to strengthen readiness before an incident occurs. These hours can support assessments, planning, advisory, incident preparation, and other high-value readiness activities that help organizations reduce risk before they are in crisis.

Standalone, Low-friction Model

CrowdStrike Flex for Services is structured as a standalone 12-month offering, making it easier for eligible organizations to engage CrowdStrike without waiting for a broader platform commitment. This standalone model helps remove procurement barriers and gives organizations a simpler path to securing IR coverage and proactive services support.

Eligibility requirements

The offer must be signed by October 31, 2026. It is subject to case-by-case approval, overage rates if included hours are exceeded, and renewal only in conjunction with a multi-year CrowdStrike Falcon® Flex agreement for Falcon modules.

- New CrowdStrike customers with more than 10,000 endpoints (services only)
- Includes eligible net-new Falcon Flex customers with no existing CrowdStrike Services relationship
- Must enroll by October 31, 2026

Terms and conditions

- No upfront initiation cost
- 12-month term
- Includes 160 hours of IR and 40 hours of proactive services
- Includes a 6-hour committed IR time (remote)
- Overage hours billed at contract rate
- Renewable only with a multi-year Flex agreement

About CrowdStrike Services

CrowdStrike Services delivers Incident Response, Advisory Services, Technical Assessments, Product Support and Training that help you prepare to defend against advanced threats, respond to widespread attacks, enhance your cybersecurity practices and controls, and operationalize your technology platform.

We help our customers assess and enhance their cybersecurity posture, implement technologies, test defenses against real-world attacks, respond to incidents, accelerate forensic investigations, and recover from a breach with speed and precision. Harnessing the power of the CrowdStrike® Security Cloud and the CrowdStrike Falcon® platform, we help you protect critical areas of enterprise risk and hunt for threats using adversary-focused cyber threat intelligence to identify, track and prevent attacks from impacting your business and brand.

CrowdStrike: **We stop breaches.**

Learn more: <https://www.crowdstrike.com/services/>

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