

Small Business Incident Response Services

Restore order and recover faster from a breach

CrowdStrike Small Business Incident Response (SMBIR) Services delivers incident response services either through CrowdStrike's in-house experts or highly trained, trusted partners — each selected for their proven expertise and rigorous standards. These services are available to clients with fewer than 2,500 total endpoints in their environment.

Seamless incident response

Working with CrowdStrike's Incident Response team has never been easier. The team's streamlined process helps ensure rapid response and effective recovery from sophisticated cyber incidents.

- **Contact us:** Reach us 24/7 via the CrowdStrike Breach Hotline or email for immediate assistance.
- **Timely response:** A CrowdStrike representative will respond quickly, gather details and determine the appropriate course of action.
- **Expert delivery:** Whether through CrowdStrike's in-house team or trusted partners, your incident response is handled by experts.
- **Remote-first approach:** Remote deployment of the CrowdStrike Falcon® agent allows instant visibility and active containment, minimizing damage while saving time and reducing costs.
- **Instant visibility and threat containment:** Stop cyberattacks, detect misuse and expel bad actors from your network.
- **Advanced forensics:** The team quickly identifies the attack vector, secures evidence and conducts a full forensic investigation to support remediation efforts.
- **Active defense services:** CrowdStrike's Active Defense Services team identifies threats, contains incidents and supports response objectives through advanced analysis, custom workflows, and integrations, all tailored to customer needs.
- **24/7 threat hunting:** The CrowdStrike Falcon Adversary OverWatch team provides proactive threat monitoring around the clock.
- **Complete restoration:** Trusted partners handle reimaging and rebuilding compromised systems so your business can resume operations swiftly.

Key benefits

Access world-class incident response experts, intelligence and tools to stay ahead of evolving threats, including:

- Nation-state threat actors
- eCrime
- Ransomware
- Cloud-centric attacks
- Business email compromise
- Identity-based attacks

Leverage the power of the CrowdStrike Falcon® platform and CrowdStrike Falcon Adversary OverWatch™ 24/7 threat hunting at no additional cost through the duration of the engagement

Restore compromised systems efficiently and securely

Partner services are delivered under CrowdStrike's guidance to maintain top-tier quality

SMBIR Services rate

Region	Delivered by CrowdStrike or a CrowdStrike Partner
Global SMBIR Incident Response Rate	\$325 per consultant per hour

Certain exceptions apply:

- Rate applies to 2,500 endpoints or below.
- CrowdStrike customers using prepaid retainer hours are not eligible for SMBIR partner rates.
- Partner-delivered breach response for business email compromise (BEC) is provided at a flat rate, up to a specified number of mailboxes (inquire for pricing).
- Incident response services rate is provided in anticipation of a cyber insurance claim.

Active Defense Services (ADS) rate for SMBIR

Region	Delivered by CrowdStrike Active Defense Services (ADS)
Global SMBIR Active Defense Services Rate	\$10,000 fixed fee for 30 days

Restoration rate for SMBIR

Region	Delivered by Restoration Partner
Global SMBIR Restoration Services Rate	\$325 per consultant per hour

Rate Notes

- Partner rates are only available to clients with fewer than 2,500 total endpoints in their environment.
- Hourly rates for all IR and restoration services above are in U.S. dollars (USD) per consultant.
- Hourly IR rates include the power and functionality of the Falcon platform and Falcon Adversary OverWatch 24/7 threat hunting.
- Active Defense Services is supported for 30 days with the Falcon platform.
- Rates are subject to change.

About CrowdStrike Services

CrowdStrike Services delivers Incident Response, Technical Assessments, Training, and Advisory Services that help you prepare to defend against advanced threats, respond to widespread attacks, and enhance your cybersecurity practices and controls. We help our customers assess and enhance their cybersecurity posture, test their 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 at www.crowdstrike.com/services/

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Experiencing a breach?

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