

Flex for Services: Subscription

Overview

Flex for Services: Subscription provides Customers with access to (1) committed response times to requests for Incident Response ("IR") Services, (2) CrowdStrike University eLearning and instructor-led training, and (3) depending on the bundle purchased, defined Subscription Resident Engineer and Continuous Consulting services.

CrowdStrike offers three (3) bundle options for Flex for Services: Subscription:

- **Train** - includes committed response times to IR Services requests and CrowdStrike University training with certification exam vouchers
- **Operate** - includes committed response times to IR Services requests, CrowdStrike University training, and a Subscription Resident Engineer
- **Mature** - includes committed response times to IR Services requests, CrowdStrike University training, a Subscription Resident Engineer, and Continuous Consulting services

Table 1. Flex for Services: Subscription bundle summary

		CrowdStrike Flex for Services: Subscription Bundles		
		Train	Operate	Mature
Training	CrowdStrike University All Access Subscription (# of users)	5	10	15
Incident Response	24/7/365 IR Remote Hotline	✓	✓	✓
	Remote Incident Response Time (hrs)	8	2	2
	Incident Response Services	NOT INCLUDED - Requires Purchase		
Resident	Subscription Resident Engineer	-	✓	✓
Consulting	Cyber Advisor	-	-	✓
	Continuous Consulting Engagements	-	-	✓

Term and Scope

Customer's access to Flex for Services: Subscription begins and ends on the dates specified in the applicable order ("Subscription Term"). CrowdStrike will not extend the Subscription Term for any reason, including without limitation any Customer delays or periods of non-utilization.

Flex for Services: Subscription features a predefined and standardized scope of services as described herein. Flex for Services: Subscription is not customizable and does not include services outside of the expressly defined scope. Any request for IR Services or any additional services, expanded scope or quantities beyond defined limits, or customizations to the standard bundle offerings are outside the scope of Flex for Services: Subscription and will require a separate statement of work or other signed agreement between the parties.

CrowdStrike's delivery of the Flex for Services: Subscription is subject to reasonable and timely cooperation from Customer, including adherence to the assumptions and requirements set forth herein and provision of necessary information, personnel, and access. For Falcon Flex customers, notwithstanding anything to the contrary, the Flex for Services: Subscription constitutes a Base Product or Flex Product, as applicable.

Training

During the Subscription Term, each Customer receives access to CrowdStrike's CrowdStrike University [training catalog](#) for a limited number of named users, depending on the bundle purchased (see Table 1). This access includes:

- eLearning content;
- on-demand instructor-led courses with CrowdStrike Falcon labs;
- scheduled live virtual training sessions (subject to availability); and
- five (5) certification exam vouchers per named user.

Delivery Guidelines:

- Named users are assigned by Customer anytime after purchasing Flex for Services: Subscription by providing each user's full name and email address to the CrowdStrike University help desk at training@crowdstrike.com. All course enrollments and certification exam vouchers are valid only during the Subscription Term.
- Customers may only reassign named users if: (1) the user has not yet accessed any CrowdStrike University training resources; and (2) at least twelve (12) months remain in the Subscription Term.

- All users are subject to the [cancellation and attendance policy](#).
- Each certification exam voucher includes one exam attempt.
- User participation in any online or on-site private, instructor-led training classes is out of scope for the Flex for Services: Subscription. Customers interested in such training should contact the CrowdStrike Training Team at training@crowdstrike.com.

Incident Response Times

During the Subscription Term, CrowdStrike will respond to Customer's request for IR Services within the committed response times, which vary according to the bundle purchased (see Table 1). CrowdStrike's response time commitment is subject to Customer contacting CrowdStrike by email at services@crowdstrike.com or by phone at the international toll-free and regional numbers found in CrowdStrike's Professional Services Catalog located at <https://www.crowdstrike.com/ServicesCatalog> (the "Catalog").

Flex for Services: Subscription does **NOT** include IR Services, which are provided on a time-and-materials basis and require a separate signed SOW, engagement letter, or similar agreement between the parties ("IR SOW"). The response commitment included with Flex for Services: Subscription allows Customer to (1) convey to CrowdStrike the nature of a suspected incident and (2) mutually determine with CrowdStrike if Customer will activate hourly IR Services via a separate IR SOW.

If Customer wishes to purchase hourly IR Services, CrowdStrike will provide an estimate of the level of effort and the rate for the engagement via email. Upon Customer's email approval, CrowdStrike may elect to begin IR Services as described in the Catalog and subject to CrowdStrike's [standard terms and conditions](#) or other CrowdStrike- and Customer-signed agreement governing the Order, provided that CrowdStrike reserves the right to suspend activities if an IR SOW is not executed within three (3) days of services initiation.

Subscription Resident Engineer

The Operate and Mature subscription bundles include a Subscription Resident Engineer that assists with the implementation, operation, and maintenance of CrowdStrike products during the Subscription Term. The Subscription Resident Engineer optimizes CrowdStrike products according to CrowdStrike standards and provides advanced technical expertise and operational insights for the Falcon platform.

Delivery Guidelines:

Each Subscription Resident Engineer is a full-time engineer assigned to one of four specializations: Platform Engineer, Next-Gen SIEM Engineer, Self-Hosted LogScale Engineer, or Platform Responder. Specializations are assigned for a minimum of three months, and Customer requests for a specialization change require at least 90 days advance written notice. CrowdStrike's delivery of the Subscription Resident Engineer is subject to applicable assumptions set forth in CrowdStrike's [Platform Professional Services Catalog](#).

Continuous Consulting Services

The Mature subscription bundle provides Customer with Continuous Consulting services during the Subscription Term, which includes two key components: a Cyber Advisor and Continuous Consulting Engagements. During the first month of the Subscription Term, CrowdStrike will conduct onboarding activities to introduce the Cyber Advisor, deliver identified topical workshops, and establish a coordination plan for the remainder of the Subscription Term.

Cyber Advisor:

A Cyber Advisor will be assigned to Customer during the Subscription Term. The Cyber Advisor will lead recurring monthly one-hour Cyber Advisor sessions that are mutually determined between Customer and CrowdStrike during the Subscription Term. CrowdStrike will coordinate with Customer to define a consistent time each month to hold Cyber Advisor sessions, establish priority focus areas, and facilitate discussions with CrowdStrike's subject matter experts.

CrowdStrike and Customer will hold these monthly, one-hour Cyber Advisor sessions independently from the Continuous Consulting Engagements described below. Content discussed in monthly Cyber Advisor sessions does not need to specifically align with the Continuous Consulting engagement for that month.

Continuous Consulting Engagements:

CrowdStrike provides ongoing delivery of select offerings on a monthly basis. Examples of available offerings are provided in Table 2 below. Customers will work with CrowdStrike to develop a month-over-month plan for performing Continuous Consulting services throughout the Subscription Term. CrowdStrike will offer "Cyber Advisory Onboarding," as

a standard offering for all customers during the first month of the Subscription Term. Customer will select services for each subsequent month as described below.

Descriptions for each service are available upon request.

Table 2. Continuous Consulting Offerings

Service Type	Continuous Consulting Offering	Duration (in months)
Strategic Advisory	Cyber Advisory Onboarding (standard Month 1 delivery)	1
	Subscription Topical Workshops	1
	Subscription Tabletop Exercise	2
	Subscription Board Education Service	1
	Subscription Security Program Reviews	3
Red Team	Subscription External Network Testing (up to 1k IPs)	2
	Continuous External Network Testing (up to 1k IPs)	12
	Continuous Security Controls Validation	12
Technical Assessment	Subscription Cloud Security Assessment	1
	Subscription SaaS Assessment	1
	Subscription Identity Security Assessment	2
	Subscription Technical Risk Assessment	1

Delivery Guidelines:

- Customer must specify via email to flexservices-subscription@crowdstrike.com each desired Continuous Consulting Offering at least thirty (30) days prior to the start of the month during which such Continuous Consulting Offering is to be delivered. Failure to request a Continuous Consulting Offering at least 30 days in advance of the beginning of a month may result in inability to schedule services during such month.
- Cyber Advisor sessions are held monthly at a mutually agreeable date/time and may be rescheduled within the same month with at least five (5) business days advance notice.

- If services are not scheduled within the designated delivery month, that month's allocation will be forfeited.
- All Continuous Consulting services are delivered sequentially; customers may not receive multiple services simultaneously.
- The Continuous Consulting Offerings are standard offerings and cannot be customized or modified.