

CrowdStrike Services Retainer

Be ready when it counts with immediate access to world-class incident response and proactive services to strengthen your defenses

Prepare for the unexpected — stay secure with a CrowdStrike Services Retainer

When a cyber incident occurs, every second matters. A CrowdStrike Services Retainer ensures your organization is fully prepared to respond swiftly, minimizing disruption and financial impact. With prearranged terms, you gain immediate access to CrowdStrike's elite response team, powered by the industry-leading CrowdStrike Falcon® platform, allowing you to focus on recovery without delays.

But it's not just about reacting to an incident — CrowdStrike takes you on a journey to proactively strengthen your defenses, guiding you through tailored services that evolve with your needs and the changing threat landscape. From incident response to a full suite of proactive services, we provide the flexibility, speed and expertise needed to keep your organization secure every step of the way.

Key capabilities

Proactive preparation: Strengthen your defenses before the attack

- **Effective risk mitigation:** Leveraging expertise from handling some of the most prolific and high-stakes cyber incidents globally, CrowdStrike takes a proactive, prescriptive approach, guiding you through a structured journey to strengthen your defenses and reduce risks based on your unique challenges.
- **In-depth understanding of your environment:** A CrowdStrike Services Retainer allows CrowdStrike experts to learn your environment in advance, working closely with your team to prepare and ensure a faster, more efficient incident response when needed.

Key benefits

- **Minimize damage and downtime** with immediate access to expert incident response teams, ensuring fast action when incidents occur.
- **Adapt and stay ahead of threats** with tailored services that evolve with your organization's unique needs and the changing threat landscape.
- **Proactively strengthen your defenses** by leveraging CrowdStrike's expertise to identify and address key areas of vulnerability, reducing risks before they escalate.
- **Achieve faster, coordinated response** through pre-established agreements, ensuring your entire cyber team — including legal, communications and managed security service providers (MSSPs) — can act swiftly without the delay of negotiating paperwork during a crisis.

- **Collaboration with your extended cyber team:** CrowdStrike collaborates with your third-party partners, including cyber-focused legal teams, crisis communications, and MSSPs, to ensure seamless coordination during incidents. This preparation aims to help everyone in your cyber ecosystem act together when a crisis occurs.

Speed and flexibility: Respond fast and minimize disruption

- **Immediate expert support:** Engage CrowdStrike experts remotely within hours for swift action during an incident, with the option for onsite support as needed.
- **Rapid threat neutralization:** The Falcon platform identifies and stops threats quickly, minimizing operational and financial damage.
- **Reduced downtime:** With efficient containment and remediation, you'll quickly recover from incidents and reduce both downtime and disruption.

Guided journey: Evolve your security posture over time

- **Long-term security strategy:** Partner with CrowdStrike to develop a comprehensive security strategy that addresses both current and future risks. As your organization grows, CrowdStrike's experts work with you to ensure your defenses stay aligned with evolving threats and business objectives.
- **Ongoing advisory services with flexibility:** Plans change, and incidents happen. With direct access to CrowdStrike advisors, you can adjust your security strategy as needed, ensuring you remain agile and proactive as new threats emerge. This expert guidance helps you stay one step ahead of adversaries while refining your defenses over time.
- **Maximize the value of your retainer:** If your organization doesn't call on CrowdStrike's incident response services during the retainer period, you can apply your remaining value to a wide range of proactive services to help strengthen your defenses.



You don't want the first time you talk to your IR provider to be during a crisis. With a CrowdStrike Services Retainer, you're ready before the breach even begins.

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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