CrowdStrike Incident Response (IR) and Proactive Services Retainer

Immediate access to top-tier IR and proactive services

CrowdStrike IR and Proactive Services Retainer

Given today’s evolving threat environment, an organization is likely to encounter a cyber incident and valuable time will be lost if proactive steps have not been taken to prepare for such an occurrence. By not taking the time to establish an incident response program and negotiate hourly rates, the organization will be left vulnerable, delaying its ability to respond adequately and begin mitigating the impact of an attack.

Too often, organizations focus only on preparations that help them “react” to an incident, failing to see that proactive services can help them improve their cybersecurity posture and reduce risk. Ideally, organizations need to be able to access a comprehensive range of proactive services, which can help them adapt to new threats; offer flexibility so they can tailor a program to fit their specific needs; and one that helps them mature their cybersecurity without breaking the budget.

CrowdStrike’s Incident Response and Proactive Services Retainer ensures that an organization is prepared to react quickly and effectively to a cybersecurity incident and benefit from proactive services that reduce the risk of damaging incidents and breaches.
CrowdStrike Provides IR Services Options to Meet Your Needs.

1. SPEED, FLEXIBILITY, AND RESPONSIVENESS
- The CrowdStrike team can arrive on-site within two business days to one calendar day in the continental U.S.
- CrowdStrike’s cloud-native Falcon technology allows the team to engage immediately and remotely, so travel to your location may not be needed before beginning effective incident response.
- You have access to a 24/7 incident response hotline.
- Initial contact (via email or phone) is established within 4 hours.

2. MAXIMIZING YOUR INVESTMENT IN A RETAINER
- During the period of the retainer, if your organization hasn’t called on CrowdStrike IR services, your remaining value can be applied to a wide range of proactive services.
- Allows you to take advantage of a variety of proactive services offerings that will mature and improve your cybersecurity posture.

3. ABOUT CROWDSTRIKE
CrowdStrike is the leader in cloud-delivered endpoint protection. The CrowdStrike Falcon® platform offers instant visibility and protection across the enterprise and prevents attacks on endpoints on or off the network. Falcon seamlessly unifies next-generation AV with best-in-class endpoint detection and response, backed by 24/7 managed hunting. There’s much more to the story of how Falcon has redefined endpoint protection but there’s only one thing to remember about CrowdStrike: We stop breaches.

Learn more at www.crowdstrike.com

IR Service Option Tier 1 Tier 2 Tier 3 Tier 4
IR On-Demand Yes Yes Yes Yes
Response Time Remote 8 Hours 6 Hours 4 Hours 2 Hours
Response Time On-site 2 Days 2 Days 1 Day 1 Day
Hours of Work Included 40 160 240 480