CROWDSTRIKE

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 INCIDENT RESPONSE AND PROACTIVE SERVICES RETAINER PROVIDES THE FOLLOWING BENEFITS TO IT AND SECURITY TEAMS:

Pre-negotiated terms and conditions to help reduce response time to an incident

Pre-arranged service-levels in the event of a suspected incident

Faster time to mitigation and response provided by the CrowdStrike Falcon® platform

Retainer offerings tailored to your organization's needs and budget

Access to a full catalog of proactive service offerings

An elite team of cybersecurity experts on standby to deal with any suspected incident

KEY CAPABILITIES

1. CROWDSTRIKE PROVIDES IR SERVICES OPTIONS TO MEET YOUR NEEDS.

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

2. 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

3. 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

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

KEY DIFFERENTIATORS

Expertise
The CrowdStrike Services team has been able to recruit "the best of the best" from within the world of cybersecurity, incident response, forensics and operations. This elite team draws on decades of expertise and experience working in leading law-enforcement, government, private and consulting organizations.

Flexibility and Comprehensiveness
Our retainer provides the flexibility of engaging both proactive and incident response services as they are needed. During the period of the retainer, if an organization does not feel the need to use CrowdStrike IR services, any remaining value can be used for an extensive range of proactive services.

IR Speed and Precision
CrowdStrike Services leverages the Falcon platform that combines next-gen AV, real-time endpoint detection and response (EDR), threat intelligence and 24/7 adversary hunting to start remediation on Day One. This offers substantial advantages over the classic forensic-based and IOC sweeping approaches.