CROWDSTRIKE

FALCON OPERATIONAL SUPPORT

Optimize the operation of the CrowdStrike Falcon platform

MISCONFIGURED SECURITY AND POLICY SETTINGS

Improperly installed and configured security settings can cause alert fatigue or silent failure of your cybersecurity solution.

Misconfigured security settings and security policies that are misaligned to the business can increase the risk of a cyberattack impacting business operations and diminish the value of your security investment.

DEPLOY AND OPERATIONALIZE YOUR CYBERSECURITY PLATFORM

CrowdStrike® Falcon Operational Support is designed to help you deploy and operationalize the CrowdStrike Falcon® platform. This services engagement provides expert advice on the installation and configuration of the Falcon platform to adhere to CrowdStrike's best practices, helping you answer the question: "Is my Falcon platform implemented and configured properly?"

Additionally, the CrowdStrike Services team can conduct health checks for customers running the Falcon platform to identify any gaps in adherence to best practices, advanced scripting or other custom requests.

KEY BENEFITS

Respond and resolve incidents faster and more efficiently with CrowdStrike's best practices for the Falcon platform

Align the deployment and configuration of the Falcon platform with your business requirements for faster, broader and more effective coverage

Tune your deployment to ensure lower false-positive rates and improved prevention capabilities for your endpoints

KEY CAPABILITIES

CrowdStrike Falcon Operational Support delivers expert advice on the installation and configuration of your Falcon solution as follows:

- Conducts a remote kickoff call to review the project plan and identify key stakeholders

- Assesses the readiness of the network for deployment

- Optimizes, configures, tests and tunes the implementation of the Falcon platform

- Validates the success of the distribution of Falcon within the environment

- Conducts initial tuning and optimization, and addresses any performance and security objectives

The activities performed by the CrowdStrike Services team or a CrowdStrike certified partner include:

- **Project start:** Conduct a kickoff meeting, request infrastructure documentation, review Falcon deployment and configuration guides, review the deployment schedule and checklist, test network connectivity, and review endpoint assets.

- **Optimization:** Advise on the deployment of Falcon within the environment, monitor initial alerts, and conduct tuning and allowlisting.

- **Implementation:** Review prevention policies and enable prevention modules.

- **Transition:** Provide initial user training and transition alert monitoring activities on the Falcon platform.

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 our 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/**
Email: **services@crowdstrike.com**

WHY CHOOSE CROWDSTRIKE SERVICES?

The CrowdStrike Services team helps organizations implement and configure the Falcon platform and policies for optimal results.

Platform experience: The CrowdStrike Services team has unrivaled experience and skills in implementing and optimizing the Falcon platform based on numerous deployments

Optimum configuration: CrowdStrike implements best practices and generally accepted industry techniques that will optimize the operation of the Falcon platform

CrowdStrike expertise: By leveraging the expertise and knowledge of CrowdStrike, you will quickly benefit from the capabilities of the Falcon platform to help you stop breaches