CrowdStrike Technology Partners

Solution Brief

CROWDSTRIKE AND SERVICENOW SECURITY INTEGRATION

Unify security and IT to accelerate threat and vulnerability prioritization, response and remediation

CHALLENGES

The ever-evolving threat landscape continues to be a challenge across every industry. Organizations are finding they do not have enough resources to keep up with threats, gain visibility into vulnerable applications and prioritize alerts fast enough. As the number of targeted attacks continues to rise, security teams have become overwhelmed with alerts and struggle to integrate and leverage data from insightful but disparate sources to effectively prioritize incident response efforts.

SOLUTION

The CrowdStrike and ServiceNow integration provides joint customers with streamlined security operations and accelerated identification, prioritization and remediation of threats and vulnerabilities. This enables security teams to quickly respond to threats before they impact the business.

BUSINESS VALUE

Use Case	Solution	Benefits
Expedite Incident Response	CrowdStrike and ServiceNow enable customers with both solutions to automate incident response workflows by sending endpoint event data from the Falcon platform into the Security Incident Response application of ServiceNow Security Operations for immediate identification and prioritization of critical incidents.	Simplify the creation and prioritization of security incidents for faster response, mitigation and remediation of critical events.
Enrich Incidents with Threat Intelligence	Joint customers can automatically send CrowdStrike indicators of compromise (IOCs) to the ServiceNow Threat Intelligence application, part of ServiceNow Security Operations, for reference and to provide context and enrichment when an IOC is connected to a security incident.	Automate IOC detection and correlation within security incidents to get actionable threat intelligence that quickly enables analysts to respond to attacks and threats.
Address Application Vulnerability	CrowdStrike Falcon Spotlight™ provides a scanless, near real-time, zero-impact assessment for endpoint vulnerabilities, with enhanced reporting and visualization. Its integration with ServiceNow's Vulnerability Response provides a risk score to prioritize based on classification.	Gain visibility into your security gaps and know which ones are being targeted, helping to improve response time, make better decisions faster and proactively protect against attacks.
Improve Device Hygiene/IT Management	Import endpoint device details into your ServiceNow Configuration Management Database (CMDB) for additional visibility and context, and to correlate endpoint ranking in one view.	Improve both security and IT operation outcomes by having access to meaningful asset data in order to get a comprehensive view of the attack surface and address perceived security gaps.

KEY BENEFITS

Automates security incident creation within ServiceNow® based on malicious endpoint event activity detected by the CrowdStrike Falcon® platform

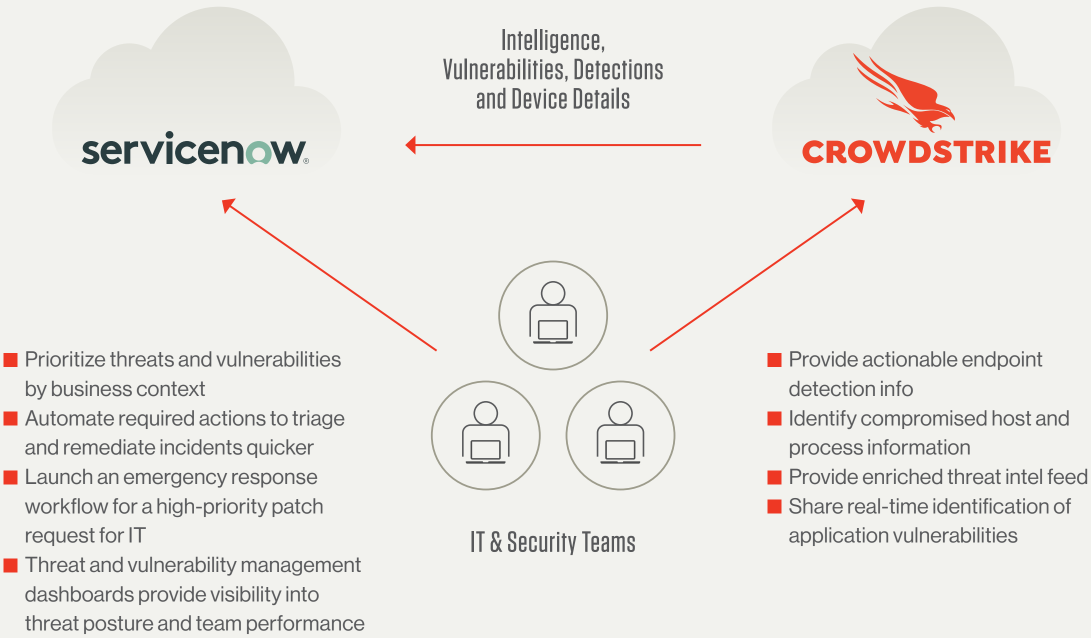
Accelerates investigations within ServiceNow by bringing back all relevant endpoint event activity captured by CrowdStrike

Accelerates threat prioritization and response with the ability to integrate device data from the Falcon platform into your incident response process using the ServiceNow® Configuration Management Database (CMDB) and Identification and Reconciliation Engine (IRE)

Enables faster remediation by security teams, minimizing downtime and impact from breaches

TECHNICAL SOLUTION

CrowdStrike Falcon® on ServiceNow provides users with the ability to integrate alert and detection data from the Falcon platform into their security incident response process by automatically creating ServiceNow Security Incident Response incidents. Endpoint security events detected by CrowdStrike are sent to ServiceNow for centralized analysis, automated workflow and streamlined response. CrowdStrike's threat intelligence enriches ServiceNow security incidents to provide additional insight into the scope of the incident and attacker attribution. Investigations and remediation are accelerated within ServiceNow by integrating all relevant endpoint event activity captured by CrowdStrike.


Intelligence, Vulnerabilities, Detections and Device Details
servicenow
CROWDSTRIKE
IT & Security Teams

- Prioritize threats and vulnerabilities by business context
- Automate required actions to triage and remediate incidents quicker
- Launch an emergency response workflow for a high-priority patch request for IT
- Threat and vulnerability management dashboards provide visibility into threat posture and team performance

- Provide actionable endpoint detection info
- Identify compromised host and process information
- Provide enriched threat intel feed
- Share real-time identification of application vulnerabilities

KEY CAPABILITIES

1. Falcon Intelligence™ feeds actionable insights about the top threat actors, attack vectors and threat intelligence trends to ServiceNow® Security Operations.
2. Using world-class AI, the CrowdStrike Security Cloud identifies shifts in adversarial tactics, and maps tradecraft in the patented Threat Graph to automatically prevent threats, providing actionable real-time event data to ServiceNow for additional analysis and automated response.
3. Falcon Spotlight provides scanless, near real-time identification of endpoint vulnerabilities as well as verification of patched vulnerabilities with enhanced reporting and visualization.
4. The ServiceGraph Connector for CrowdStrike on ServiceNow provides users with the ability to integrate device data from the Falcon platform into their incident response process.
5. ServiceNow® Security Operations consumes the near real-time identification threat intelligence and endpoint event activity from CrowdStrike to automatically create security incidents in ServiceNow Security Incident Response. Additionally, ServiceNow Vulnerability Response delivers workflows, automation and deep IT integration and hygiene to speed response and remediation of critical vulnerabilities.

ServiceNow is a trusted **CrowdStrike Technology Alliance Partner**, offering innovative integrated solutions based on CrowdStrike's rich open APIs, extending the Falcon platform with ServiceNow's incident response and vulnerability response capabilities.

ABOUT SERVICENOW

ServiceNow (NYSE: NOW) is making the world of work, work better for people. Its cloud-based platform and solutions deliver digital workflows that create great experiences and unlock productivity for employees and the enterprise. Within ServiceNow Security Operations, ServiceNow offers two solutions: Security Incident Response and Vulnerability Response, designed to help security and IT teams to respond faster and more efficiently to incidents and vulnerabilities.

For more information, visit: **www.servicenow.com**.

ABOUT CROWDSTRIKE

CrowdStrike Holdings, Inc. (Nasdaq: CRWD), a global cybersecurity leader, has redefined modern security with one of the world's most advanced cloud-native platforms for protecting critical areas of enterprise risk – endpoints and cloud workloads, identity and data.

Powered by the CrowdStrike Security Cloud, the CrowdStrike Falcon® platform leverages real-time indicators of attack, threat intelligence, evolving adversary tradecraft and enriched telemetry from across the enterprise to deliver hyper-accurate detections, automated protection and remediation, elite threat hunting and prioritized observability of vulnerabilities.

Purpose-built in the cloud with a single lightweight-agent architecture, the Falcon platform enables customers to benefit from rapid and scalable deployment, superior protection and performance, reduced complexity and immediate time-to-value.

CrowdStrike: **We stop breaches.**

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