



FALCON NEXT GEN SIEM

IN RESPONSE TO

G-Cloud 14 Framework (Lots 1-3)

Service Description

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[HTTPS://WWW.CROWDSTRIKE.COM/PRODUCTS/OBSERVABILITY/FALCON-LOGSCALE/](https://www.crowdstrike.com/products/observability/falcon-logscale/)

DOCUMENT CONTROL

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INTRODUCTION

COMPANY OVERVIEW

CrowdStrike is a leader in cloud-delivered, next-generation endpoint and cloud workload protection. CrowdStrike has revolutionized endpoint and workload protection by being the first company to unify NGAV, EDR and a 24/7 managed threat hunting service — all delivered through a single lightweight, intelligent agent. CrowdStrike is the pioneer of the first security cloud, which provides comprehensive visibility and protection at scale for every endpoint and workload. Powered by the proprietary CrowdStrike Threat Graph, the CrowdStrike Security Cloud within the Falcon platform regularly correlates trillions of endpoint-related events per week in real time across the globe.

The CrowdStrike Falcon platform provides robust threat prevention, leveraging AI and ML with advanced detection and response and integrated threat intelligence to protect against the modern threat landscape. The Falcon platform offers the following:

- Complete protection from malware and malware-free attacks
- Unrivalled visibility to discover and investigate current and historic endpoint activities
- Ease-of-use

Many of the world's largest organizations already put their trust in CrowdStrike, including 254 of Fortune 500, 526 of Global 2000, 15 of the Top 20 Global Banks, 5 of the Top 10 Largest Healthcare Providers and 7 of the Top 10 Largest Energy Institutions.

In June 2019, CrowdStrike conducted one of the most successful technology initial public offerings (IPOs), listing on Nasdaq.

OVERVIEW OF THE G-CLOUD SERVICE

PLATFORM OVERVIEW

Streamlined, single agent architecture

CrowdStrike's single agent is built on a scalable cloud-native platform that's easy to deploy and manage. Say goodbye to managing multiple cybersecurity products with one, unified solution.

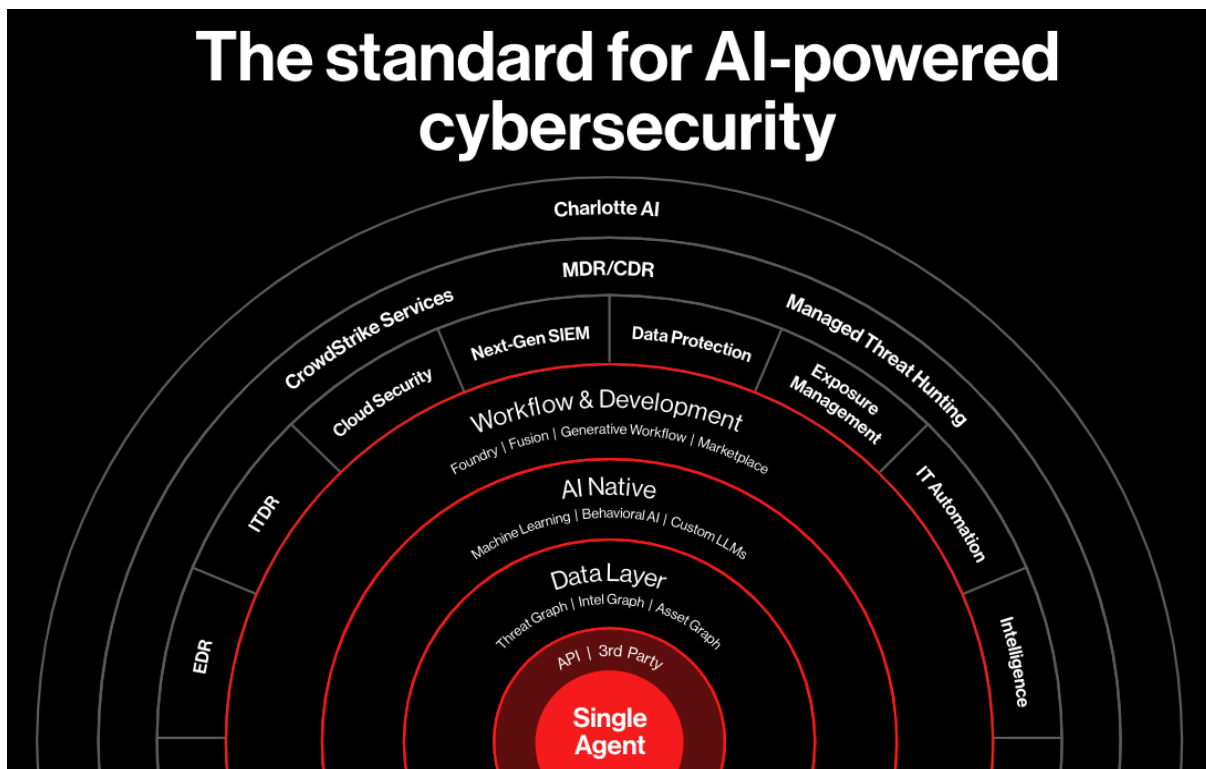
Infused with AI expertise

At CrowdStrike, AI is more than a feature — it's in our DNA. With models trained on trillions of data points every day, we predict and stop threats in their tracks.

Effortless workflows and automation

The power of native automation and generative AI workflows is woven into every corner of our platform. We do the heavy lifting, so you can act swiftly and confidently.

Powered by the CrowdStrike® Security Cloud and world-class AI, the 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.



FALCON NEXT GEN SIEM

Stop breaches by harnessing the speed and intelligence of the world's leading AI-native security platform.

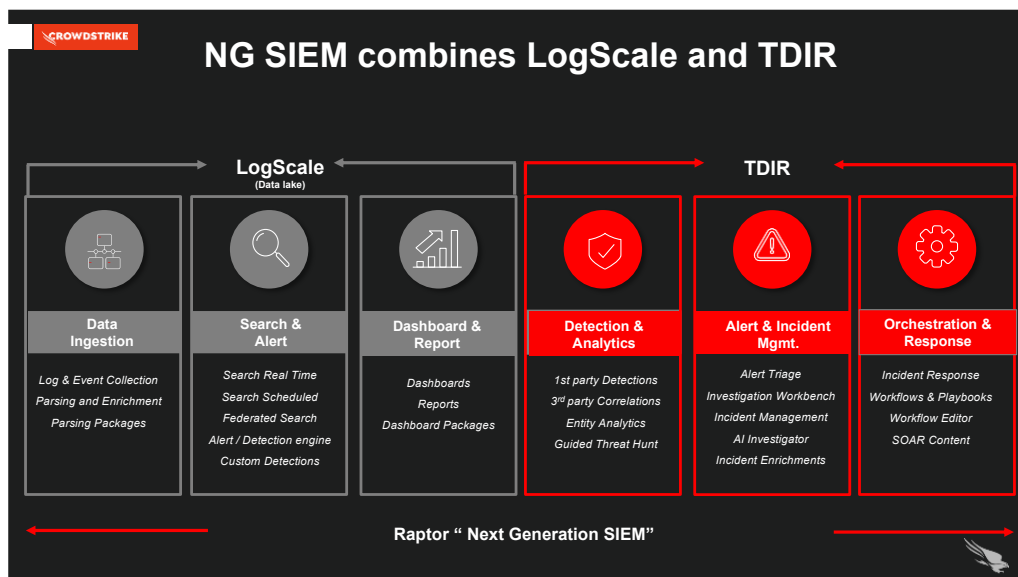
Legacy SIEMs have failed the SOC. Excruciatingly slow, complex and costly, they were designed for an age that's long since passed, when data volumes and adversary speed were a fraction of today's.

Legacy SIEMs force security teams to spend more time setting up and maintaining log sources and rules rather than stopping breaches. SOC analysts have no choice but to waste endless hours manually triaging a massive volume of alerts and pivoting from console to console to uncover root cause, with agonizingly slow searches delaying investigations and increasing dwell times.

Soaring SIEM costs compound these risks by preventing teams from logging and retaining all of their data, causing blind spots and missed attacks. It's time for a new approach to security operations.

Falcon Next-Gen SIEM reimagines security operations by delivering a cloud-native, petabyte-scale platform that gives you unprecedented visibility across your entire digital estate. The lightweight Falcon agent simplifies data collection across endpoints and workloads, while an expanding set of data connectors harnesses the potential of all of your security tools and data.

Superior outcomes at a fraction of the cost of legacy SIEMs With Falcon Next-Gen SIEM, you can safeguard your business with industry-leading, comprehensive security from the company that understands adversaries better than anyone. You can rest easy knowing experts from the world's top managed detection and response (MDR) provider are working round-the-clock for you. And for the first time ever, your team can leverage one unified data platform to hunt down and eliminate threats and address the compliance obligations and security challenges you face.



KEY CAPABILITIES

Immediate time-to-value with simplified data onboarding and high-fidelity detections:

- Out-of-the-box integrations to unlock the power of your security ecosystem: Leverage a growing set of native data connectors, the CrowdStream observability pipeline and the Falcon Log Collector to easily collect data from any source, so you can spend more time fighting threats and less time onboarding data.
- The key data you need — built in: Get instant, native visibility from a unified, lightweight agent for endpoints, identities, cloud workloads and data protection. Break down silos and eliminate duplicate data stores by consolidating all threat detection, investigation and response in one high-performance platform.
- Leading AI-powered detections, extended to all data sources: Find the most sophisticated adversaries across all data sources with detections powered by the same advanced AI and behavior analysis as CrowdStrike's industry-leading endpoint detection and response (EDR).

Lightning-fast analysis with AI-led investigations:

- Complete context for rapid, informed decisions: Instantly understand an adversary's entire attack path across any data source with an elegant visual graph that unifies all threat context with user risk, vulnerabilities and asset relationships.
- AI-native analyst-assist features: Transform the investigative experience with AI-generated incidents that stitch together all related alerts, context and industry-leading threat intelligence with a plain language summary of the adversary's actions.
- Charlotte AI, the ultimate force-multiplier: Ask any question to streamline investigations leveraging the power of high-fidelity data and generative AI. Users of all skill levels can elevate their ability to stop breaches with the optional Charlotte AI module.

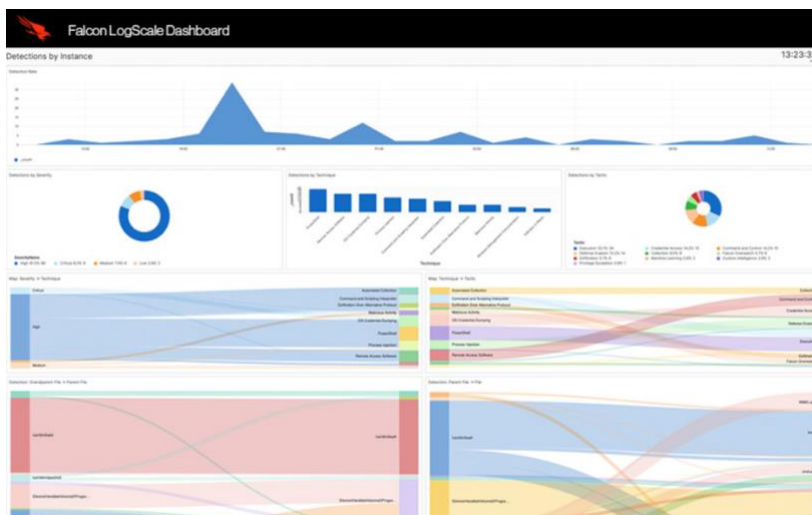
Coordinated response to eliminate threats anywhere in your environment:

- Fast resolution with fully integrated response: Speed up investigation and response with leading threat intelligence and automation on your side. More than 125 workflow actions let you fully eradicate threats and free up your team to focus on higher-order operations.
- Native SOAR capabilities to supercharge productivity: Instantly stop adversaries with workflow automation, powered by CrowdStrike Falcon® Fusion, to orchestrate remediation actions across the CrowdStrike platform and third-party tools — all from one, unified console.
- Tight integration with the Falcon agent to drive any endpoint action: Leverage powerful Falcon platform features, such as Falcon Real Time Response, to contain fast-moving attacks and limit adversary lateral movement using pre-built commands and extensible scripts.

FALCON LOGSCALE

Falcon LogScale delivers a live observability platform that enables data aggregation, exploration, reporting and analysis from a range of sources. The purpose-built logging tool features innovative data storage and in-memory search/query engine technologies.

A multi-tenant solution, Falcon LogScale lets organizations log everything to answer anything in real time — all at scale with flexible hybrid deployment options. Falcon LogScale enables complete observability for streaming logs and event data — structured, unstructured and semi structured — and helps customers prepare for the unknown by making it easy to explore and find the root cause of incidents.



WHY FALCON LOGSCALE

Falcon LogScale was built to address the challenges organizations encounter while securing, building and operating their highly complex, dynamic IT environments. Falcon LogScale is designed to enable organizations to log everything for complete, real-time observability and to query their logs with lightning-fast speed and precision.

Falcon LogScale offers log management at a fraction of the cost of traditional log management tools. Beyond the cost savings, the technology provides a powerful platform that's built to deliver the speed, functionality and ease of use required to monitor, troubleshoot and secure a modern IT environment.

FEATURES AND BENEFITS

Falcon LogScale delivers the following:

1. **A powerful and intuitive platform:** Falcon LogScale provides live observability with sub-second latency, index-free search for unmatched speed and advanced data compression for superior economics. Organizations can ingest, aggregate and analyze massive volumes of streaming log data from a wide array of sources at scale. The platform also provides configurable, shared dashboards that make it easy for security teams to visualize data, carry out investigations and collaborate.
2. **Real-time streaming and instant search:** The Falcon LogScale real-time streaming and index-free search features help DevOps, ITops and SecOps teams achieve real-time observability at scale, improve the quality and reliability of systems in real time and proactively prepare for the unknown to prevent issues, recover quickly from incidents and understand the root cause. The insights Falcon LogScale offers enable enhanced performance, increased speed to delivery and better alignment across teams.

3. **Modern architecture and advanced technology:** Gain valuable insights with a powerful, flexible and intuitive platform that delivers live observability. Falcon LogScale aggregates and visualizes streaming data in real time, with hybrid options enabling users to choose where they want ingested data to reside. The solution supports a variety of cybersecurity use cases, including alerting, forensics, incident response and remediation, impact assessment and threat hunting.
4. **[Lowest TCO](#) for the best value at scale.** Falcon LogScale removes the limitations present in traditional logging solutions with unlimited ingest, reduced infrastructure costs and lower operational costs. With Falcon LogScale, customers can do the following:
 - Reduce the number of servers needed to store, process and search their data logs
 - Remove the cost of maintaining a self-managed log stack so they can spend time and staffing resources elsewhere
 - Take control of all of their data, store it and search it

ECOSYSTEM AND MARKETPLACE

To further increase interoperability and performance, CrowdStrike has expanded its ecosystem to include various value-added and technology [partners](#), including AWS, Microsoft Azure, Palo Alto Networks, Zeek, Red Hat, IBM Cloud, Kubernetes, Kafka, Docker, Corelight, Instana, Kloia, Netic, Pondurance, SOC Prime, Tines and many others.

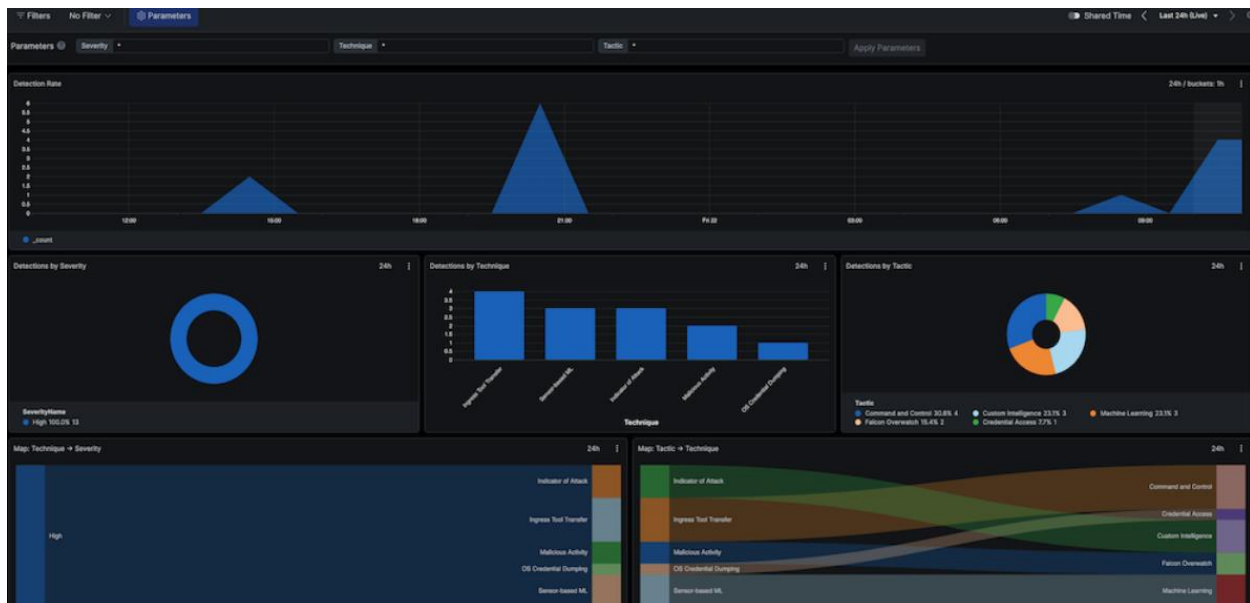
Falcon LogScale offers a [Marketplace](#), which provides a variety of packages that power our customers with faster and more convenient ways to get more from their data across a variety of use cases.

FALCON SEARCH RETENTION

CrowdStrike Falcon® Search Retention lets you amplify the power of the AI-native CrowdStrike Falcon® platform by retaining critical endpoint, identity and cloud data for months or years. Your analysts and threat hunters can go back in time and discover hidden threats lurking in data from long ago to root out adversaries and safeguard your enterprise. Your team can take advantage of the Falcon platform’s blazing-fast search, automated workflows and AI-powered analyst-assist features to accelerate investigations.

Harnessing the rich, contextual data gathered by the Falcon agent, Falcon Search Retention provides deep insights into user and device activity, including process information, registry updates, network communications, threat detections and much more. Encompassing over 600 event types, Falcon platform data provides extensive details for threat hunting and investigations. Your team can run complex queries using regular expressions, aggregations and joins to uncover advanced threats and risky behavior.

Falcon Search Retention not only offers an affordable, turnkey way to extend the storage of your Falcon platform data, it lays the foundation for next-gen SIEM. Once you’ve started retaining Falcon endpoint, identity and cloud data long term, you can easily bring in additional data sources to achieve 360-degree visibility across your entire digital estate



KEY CAPABILITIES

Turbocharge threat hunting with speed and intelligence

- Flexible, blazing-fast search: Uncover threats instantly with an index-free architecture for exceptionally fast search performance. A feature-rich query language lets you scan all events swiftly and easily with free text search or construct complex queries with regular expressions.
- Correlated threat intelligence: Quickly assess threats and better identify new attacks associated with known adversaries by enriching your existing security data with real-world threat context from the Falcon platform's threat intelligence feed — including Falcon indicators of compromise (IOCs).
- Native security orchestration automation and response (SOAR) capabilities to unearth threats and enrich data: Speed up threat hunting and investigations with automation on your side. More than 125 workflow actions let you fully eradicate threats and free up your team to focus on higher-order operations.

Achieve boundless visibility to accelerate incident response

- Real-time and historical data in one place: Get a complete view of endpoint, user and cloud activity by searching live and historical data for accurate threat investigations. Your analysts can dig deeper to track adversaries' every move and reveal hidden threats.
- Rich, contextualized data: Simplify threat analysis with comprehensive endpoint telemetry that includes user IDs, processes, hashes and more. Longer data retention, combined with enriched telemetry, gives your team the context and attribution details they need to quickly investigate attacks.
- Predefined and customizable dashboards: Monitor security status in real time and document your security posture with graphical dashboards that display the events that matter most to you. Falcon Search Retention allows you to identify trends over time and visualize past activity for investigations and forensics analysis.

Easily scale your SOC for security and compliance

- Petabyte-scale data storage: Analyze and retain massive volumes of log data for threat analysis and compliance. Falcon Search Retention lets you scale your security operations with zero effort and cost-effectively store Falcon platform data for as long as you need it.
- Affordable, long-term data retention: Simply extend the storage of Falcon platform data for months or years with a license upgrade and avoid costly third-party data lakes and legacy SIEMs. A cloud-native architecture eliminates the hassle of on-premises infrastructure, while hot storage access ensures your data is always at your fingertips for swift triage and analysis.
- The foundation for next-gen SIEM: Maximize security outcomes by breaking down silos and consolidating all of your data — including alerts and high-volume telemetry — in one unified platform with CrowdStrike Falcon® Next-Gen SIEM.

DATA PROTECTION

INFORMATION ASSURANCE

CrowdStrike has obtained several compliance certifications that position the company at the top of the security vendor space. These include both ISO27001:2022 and SOC2 Type II. A summary/breakdown and certificates can be provided upon request. For a full breakdown please visit:
<https://www.crowdstrike.com/why-crowdstrike/crowdstrike-compliance-certification/>

DATA BACKUP AND RESTORATION

The offering from CrowdStrike is a SaaS platform and hence localised backups are all covered as part of the native service offering. All information needed about data management is outlined in the Business Continuity section of this Service Definition.

If the customer wishes they can also retrieve all data from within the platform and store it at an alternative location, this data can be retrieved in near real time or weekly in bulk. Several API's exist that allow data to be extracted more surgically for backup or other purposes.

BUSINESS CONTINUITY

CrowdStrike has a documented Business Continuity Plan (BCP). The plan covers every aspect of restoring and recovering the service given a catastrophic data centre failure as well as protecting the confidentiality and integrity of the data. Disaster recovery provisions are included within our BCP.

CrowdStrike hosts the Falcon platform across multiple discrete and redundant data centre's; each data centre has its own power, networking and connectivity, and is housed in separate facilities. High speed, low-latency networks between data centre's support near real-time replication of data, and transparent fail-over in the event of a single data centre outage. The entire process is seamless and transparent to customers.

A summary of the BCP plan elements can be shared with the customer upon request.

PRIVACY BY DESIGN

The CrowdStrike Falcon Platform was designed not only with privacy in mind but as a platform to protect organizations data. Additionally, cybersecurity plays a key role in data protection and GDPR compliance. CrowdStrike's next-generation product offerings, professional services, and global expertise can help organizations meet their GDPR obligations.

CrowdStrike understands that organizations must consider regulatory requirements when choosing vendors. That is why CrowdStrike helps customers enhance their cybersecurity and data protection posture while meeting a wide range of compliance needs. Choosing CrowdStrike as a vendor can be a critical component for helping fulfil GDPR compliance.

- Proudly protects many of the world's largest organisations
- Participates in and has certified its compliance with the EU-U.S. Data Privacy Framework to ensure the adequacy of cross-border transfers
- Meets TRUSTe's Privacy Certification requirements
- We abide by the EU's General Data Protection Regulation (GDPR), and as a data processor,

we provide our customers with a GDPR compliant data processing addendum, which we will need to incorporate in the Call Off Contract. In particular, CrowdStrike Products are hosted on a data centre located in the EU. CrowdStrike's Affiliates worldwide, and its Subprocessors, may remotely access Buyer's Data for the purposes described in Exhibit A to the CrowdStrike Terms and Conditions and the CrowdStrike Data Protection Addendum. CrowdStrike Products also leverage a crowdsourcing model for certain customer data to improve its offerings for the benefit of all customers, as described fully at the CrowdStrike Terms and Conditions, Exhibit A, Section 2. CrowdStrike is available to answer any customer questions about this and to ensure this is accurately described in any Call Off Contract.

Please contact CrowdStrike if you require further information.

SERVICE ENGAGEMENT

ORDERING AND INVOICING

The service can be purchased by contacting CrowdStrike: ukpublicsector@crowdstrike.com

Once a contract has been signed and returned to CrowdStrike, the service will be provisioned in line with the agreed terms. In particular, the Call Off Contract will need to list: a minimum non-cancellable subscription term; that the Service Deliverables consist solely of CrowdStrike proprietary Products which are not deemed to be open source or licensed for anyone other than Buyer's use for its own internal information security purposes; an accurate description of the locations where the service is performed (including remote access outside the EEA) and use of our affiliates and listed sub processors; an accurate description of how we process a Buyer's data (i.e. the nature of the data and purposes of processing). Including CrowdStrike's crowd sourcing model (see Exhibit A, Section 2 of the CrowdStrike Terms and Conditions). Invoicing will be undertaken in line with the Order Form and the accompanying Call Off Contract.

Invoicing is annual up-front, with a minimum 12-month term.

PRICING OVERVIEW

Please refer to the pricing document published alongside this Service Definition.

ON-BOARDING AND OFF-BOARDING

On-Boarding-

In general, CrowdStrike will complete the following tasks to setup the Cloud Service:

1. Activate the Services as detailed on the Order Form;
2. Provide Service access to the Customer;
3. Provide Professional Services to assist you with on-boarding to the system as described in a SOW or as otherwise mutually agreed in accordance with the order and the Agreement. Please see the CrowdStrike services G-Cloud listing for further details.

Off-Boarding-

Prior to termination, and upon providing 30-days written notice, the Customer shall have the right to access and download Customer Data available per the Customer's purchased Products and data retention period in a manner and in a format supported by the Products.

Please discuss in further detail with CrowdStrike if a bespoke exit plan is required.

TRAINING

CrowdStrike offers training and certification services to customers, partners, and employees on CrowdStrike technologies and cybersecurity topics to facilitate the adoption of CrowdStrike and to broaden and deepen their skills.

Training is available through CrowdStrike University. CrowdStrike University is an online learning management system (LMS) that organizes all CrowdStrike eLearning, instructor-led training and certification in one place, providing a personalized learning experience for individuals who have an active training subscription.

A CrowdStrike University per-learner training subscription provides fundamental cybersecurity and CrowdStrike Falcon training through self-paced eLearning courses, product update videos, the global training calendar and the online portal for taking CrowdStrike certification exams.

Robust product documentation as well as access to our support portal and knowledge base can be found in the product UI at no cost. Advanced-level training classes require two training credits and a valid annual access pass.

<https://www.crowdstrike.com/endpoint-security-products/crowdstrike-university/>

IMPLEMENTATION PLAN

An implementation plan can be provided to the buyer on request and will be included within an agreed Statement of Work (SOW) to be agreed between the parties.

SERVICE CONSTRAINTS

The CrowdStrike platform is a 24x7x365 platform, as such all maintenance on the platform is performed without customer interruption. Support hours are also persistent, although response times vary based on issue severity.

The platform configuration is highly configurable and customisable. Information about this can be provided in the form of documentation to interested parties.

SUPPORT AND SERVICE LEVELS

CrowdStrike offers support services to assist with deployment and ongoing use of our products to ensure your success in “stopping the breach.” The CrowdStrike support organization is dedicated to resolving issues quickly and effectively. We provide multiple levels of support, so customers can choose the level that best fits their business requirements and ensure they receive the most from their investment in CrowdStrike. CrowdStrike provides four levels of support:

- **Standard.** Bundled free with the Falcon platform, Standard Support includes email communications, access to the support portal, and standard troubleshooting and technical assistance.
- **Express.** Express Support is designed for customers in small to medium-sized enterprise environments where deployment and operational issues must be addressed as quickly as possible.
- **Essential.** Essential Support provides enhanced capabilities to ensure that deployment, operational and management issues are resolved as quickly as possible. It includes extended coverage hours and direct engagement with technical account managers (TAMs).
- **Elite.** Customers with our highest support level, Elite Support, are assigned a dedicated technical account manager to work closely with them as a trusted advisor, proactively providing guidance on best practices to ensure effective implementation, operation and management of the Falcon platform.

For details, visit this link: <https://www.crowdstrike.com/endpoint-security-products/crowdstrike-support/>.

AVAILABILITY SLA

CrowdStrike Falcon is a cloud-based solution and CrowdStrike uses commercially reasonable efforts to make the Falcon Platform available at least 99.9% of the time, excluding scheduled downtime for routine maintenance (not to exceed 4 hours a month) and downtime attributable to force majeure (the “Availability SLA”). Compliance with the Availability SLA is measured on a calendar month basis.

The SLA is subject to additional terms which will be agreed and included in the Call Off Contract

SERVICE PROVISION

CUSTOMER RESPONSIBILITIES

The customer's obligations are outlined within the CrowdStrike Terms & Conditions, including (without limitation) (i) the usage parameters, and any other terms related to permitted access and use of the Offering (including in relation to Internal Use and Competitors); (ii) ownership terms; (iii) "Compliance with Laws" and US export terms; (iv) CrowdStrike's processing of the Buyer's data as instructed by Buyer and described in Exhibit A to the CrowdStrike Terms and Conditions and related DPA

TECHNICAL REQUIREMENTS AND CLIENT-SIDE REQUIREMENTS

CrowdStrike provides a lightweight agent, which consumes minimal resources on any supported operating system. As supported systems change with some frequency details are best provided to the interested by contacting CrowdStrike directly.

AFTER-SALES ACCOUNT MANAGEMENT

CrowdStrike has a Technical Account Management function dedicated to maintaining the technical relationship of our customers. Their interaction, for example but not limited to, include on-site visits, health checks, roadmap webinars. CrowdStrike also has a Client Advisory Program where a dedicated person manages the post-sale relationship and drives the continued success of our customer base.

TERMINATION

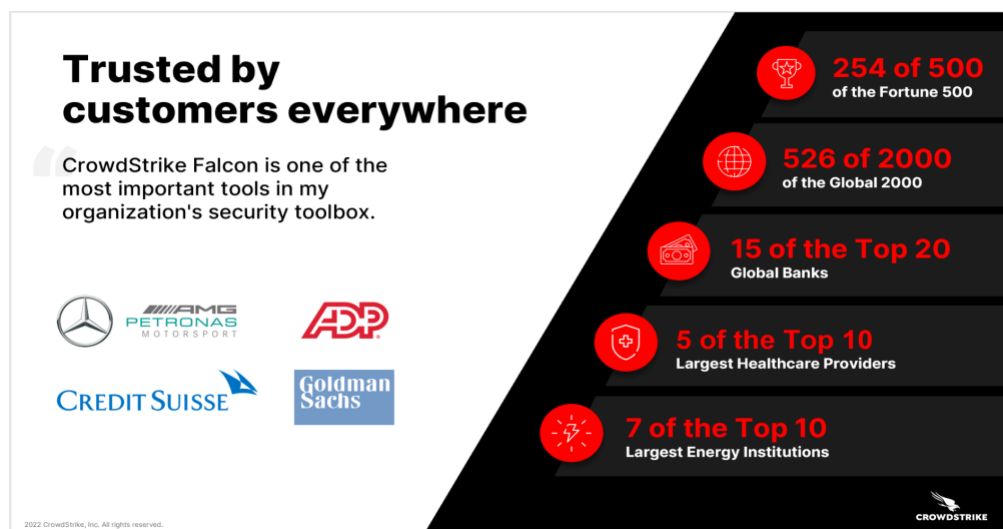
Please see Section 13 of the accompanying CrowdStrike Terms & Conditions and note that pricing is subject to a minimum noncancellable subscription term

OUR EXPERIENCE

CASE STUDIES.

CrowdStrike is on a mission to keep customers safe from breaches. Every organization faces unique threats and risk levels that depend on the value their data holds for adversaries. Small companies with limited resources are often tasked with greater security challenges, and larger organizations must deal with vast security considerations on all fronts.

CrowdStrike is fortunate to have customers that are CrowdStrike Champions — watch as they tell stories of how they use the CrowdStrike Falcon platform in creative ways to meet the security challenges of today and stand fully prepared to defend against tomorrow's adversaries.



It's no accident that organizations with some of the most demanding security requirements in the world have turned to CrowdStrike to provide the strongest level of defense against today's sophisticated attacks.

Watch our customer video testimonials at <https://www.crowdstrike.com/resources/case-studies/>.

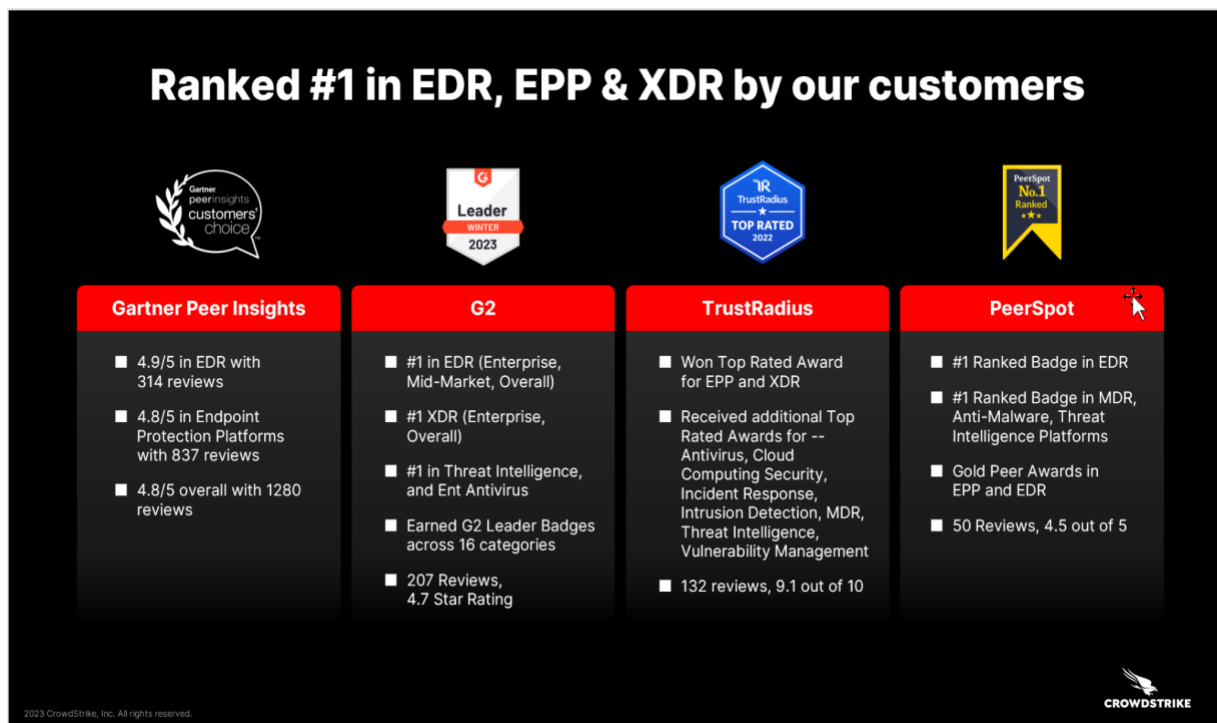
See more verified customer peer reviews at Gartner Peer Insights for Endpoint Detection and Response and for Endpoint Protection Platforms.

AWARDS AND ACOLADES

The CrowdStrike Falcon platform has become the industry's leading endpoint protection solution, and this has been consistently validated by industry analysts, independent testing organizations and security professionals. If you're looking for a solution that has been tried, tested and proven, then the Falcon platform is for you. You can find out more about CrowdStrike's industry validation here: <https://www.crowdstrike.com/why-crowdstrike/crowdstrike-industry-validation/>.

Here are some of the industry analysts that have recognized CrowdStrike as a cybersecurity industry leader:

- 2023 Gartner® Magic Quadrant™ for Endpoint Protection Platforms - Nov 2023
- IDC Worldwide Modern Endpoint Security Market Share Report, July 2021-June 2022
- Forrester Wave™: Endpoint Detection and Response Providers, Q4 2023
- Forrester Wave: Cybersecurity Incident Response (IR) Services, Q1 2022



On a company level, CrowdStrike has received the following recognition:

- Named by Fortune Magazine as one of the 2022 Best Workplaces for Women: <https://www.crowdstrike.com/press-releases/crowdstrike-named-one-of-the-best-workplaces-for-women/>.

- Named to the 2023 Fortune 100 Best Companies to Work For® list for the third consecutive year: <https://www.crowdstrike.com/press-releases/crowdstrike-named-to-fortunes-100-best-companies-list-for-third-consecutive-year/>.
- Received a perfect score in the Human Rights Campaign Foundation's Corporate Equality Index for the second consecutive year in 2022: <https://www.crowdstrike.com/press-releases/crowdstrike-lands-perfect-score-in-hrc-foundations-corporate-equality-index/>.

CONTACT DETAILS

For further details about CrowdStrike please contact email us at: ukpublicsector@crowdstrike.com