CROWDSTRIKE SERVICES

IN RESPONSE TO

G-Cloud 14 Framework (Lots 1-3)

Service Description

DOCUMENT CONTROL

Date	04.2024

CROWDSTRIKE CONTACT

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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

CROWDSTRIKE INCIDENT RESPOSNE & ADVISORY SERVICES

Many organizations are dealing with either a staffing shortage or a skills gap that makes them unable to perform advanced or challenging security tasks . Outsource your most pressing security issues to our team of experts. For those with active threats or breach activity, CrowdStrike's IR team forms a vital layer of defense and recovery to quickly restore normalcy and provide answers through post-mortem investigation and reporting. A wide range of advisory services are available to proactively mature an organization's security posture and harden their environment against future cyber intrusions.

The CrowdStrike services team has spearheaded the investigation and response to the most consequential cyber incidents of the last decade. Our team is experienced and outcome oriented, and they understand the tradecraft of the adversary.

All services are powered by the CrowdStrike Falcon platform. Born in the cloud, the Falcon platform has the unmatched ability to deploy across the enterprise quickly and provide same-day visibility. Threat intelligence provides the context needed to focus response efforts, and forensic investigations provide detailed information about the scope and impact of the incident.

CrowdStrike Incident Response and Advisory Services can be used individually or in combination with other services covered by a services retainer. The retainer is flexible and can be used for CrowdStrike IR services or other proactive services, all of which are focused on helping to improve and harden an organization's overall security posture. With a services retainer in place, organizations will have an established relationship with CrowdStrike and a clear route to escalation in the event of a security incident, and they will be prepared to react quickly.
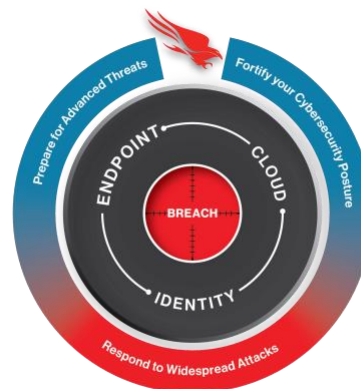
RESPOND: BREACH SERVICES
CrowdStrike helps organizations respond to a breach with speed and precision to get back to normal business operations faster.

FORTIFY: ADVISORY SERVICES
CrowdStrike helps organizations fortify their cybersecurity practices and controls with actionable recommendations to enhance their cybersecurity maturity and posture.

PREPARE: ADVISORY SERVICES
CrowdStrike helps organizations prepare to defend against sophisticated adversaries and test their defenses against the latest threat actor tactics and techniques.

OPERATIONALIZE: ADVISORY SERVICES

CrowdStrike helps organizations accelerate the deployment and operationalization of the Falcon platform modules.

The table below summarizes the key offerings that CrowdStrike services can provide.

RESPOND	FORTIFY	PREPARE
Incident Response	Cybersecurity Maturity Assessment	Tabletop Exercise
Forensic Investigation	Technical Risk Assessment	Adversary Emulation Exercise
Network Detection	SOC Assessment	Red Team/Blue Team Exercise
Endpoint Recovery	Cloud Security Assessment	Pen Testing Services
Compromise Assessment	Identity Security Assessment	
Adversarial Exposure Assessment	Security Program In-Depth Assessment	
	Cybersecurity Enhancement Program	

OPERATIONALIZE	MANAGE	LEARN
Falcon Gold Standard	Managed Detection and Response (Falcon Complete)	CrowdStrike University
Falcon Operational Support Services for Endpoint Security, Cloud Security, Identity Protection and Falcon LogScale	Managed Threat Hunting (Falcon OverWatch)	eLearning Courses
	Managed Digital Risk Protection (CrowdStrike Falcon® Intelligence Recon+)	Instructor-Led Classes
	Managed Falcon LogScale (Falcon LogScale)	CrowdStrike Certifications

CLOUD SECURITY SERVICES	IDENTITY PROTECTION SERVICES	FALCON LOGSCALE SERVICES
Incident Response for Cloud	Identity Security Assessment	Falcon LogScale Architecture Services
Cloud Security Assessment	Falcon Operational Support Services for Identity Protection	Falcon LogScale Operational Support Services
Cloud Compromise Assessment		
Red Team/Blue Team Exercise for Cloud		
Falcon Operational Support Services for Cloud Security		

Product page: https://www.crowdstrike.com/services

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 Sub processors, 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 27x7x365 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.
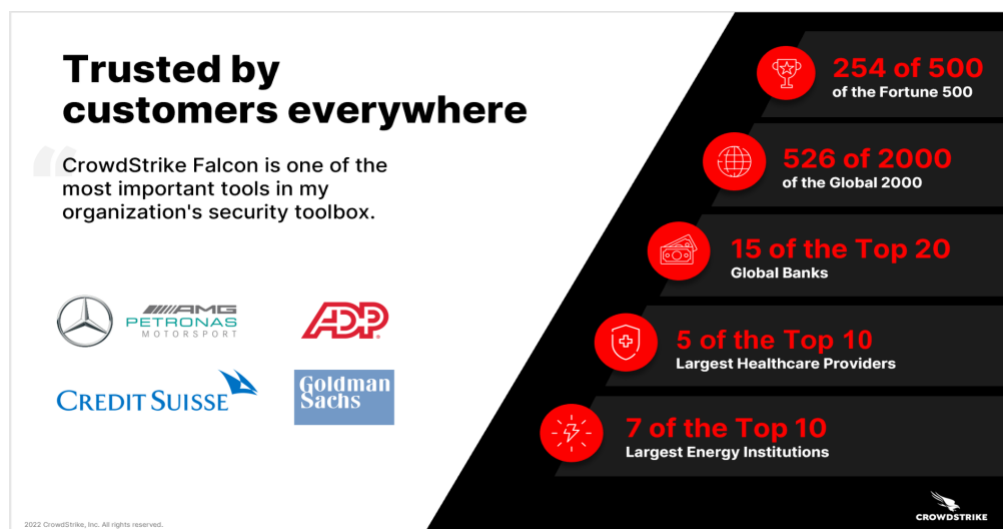
It's no accident that organizations with some of the most demanding security requirements in the world have turned to CrowdStrike to provide the strongest level of defense against today's sophisticated attacks.

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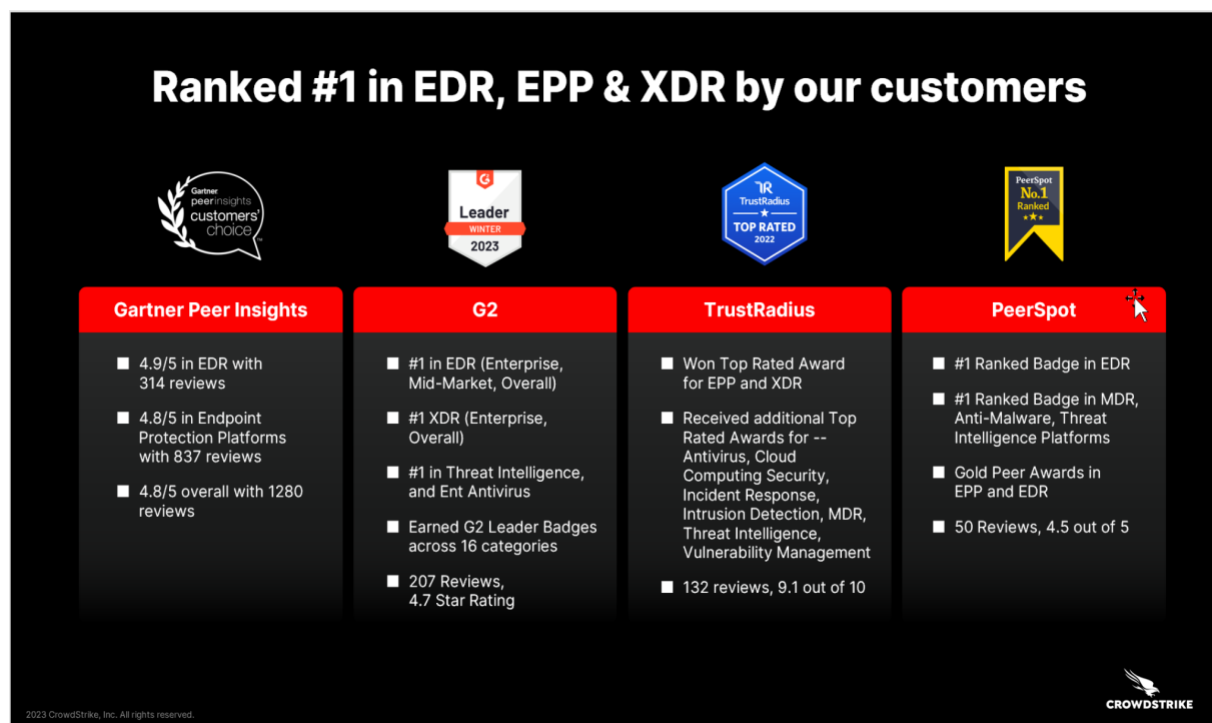
On a company level, CrowdStrike has received the following recognition:

- 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