

FALCON FOR IT



IN RESPONSE TO:

G-Cloud 15 Framework (Lots 1-3)

Service Description

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CROWDSTRIKE'S RESPONSE

G-CLOUD 15 – IT AUTOMATION SERVICE DESCRIPTION

DOCUMENT CONTROL

Date

01/2026

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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.

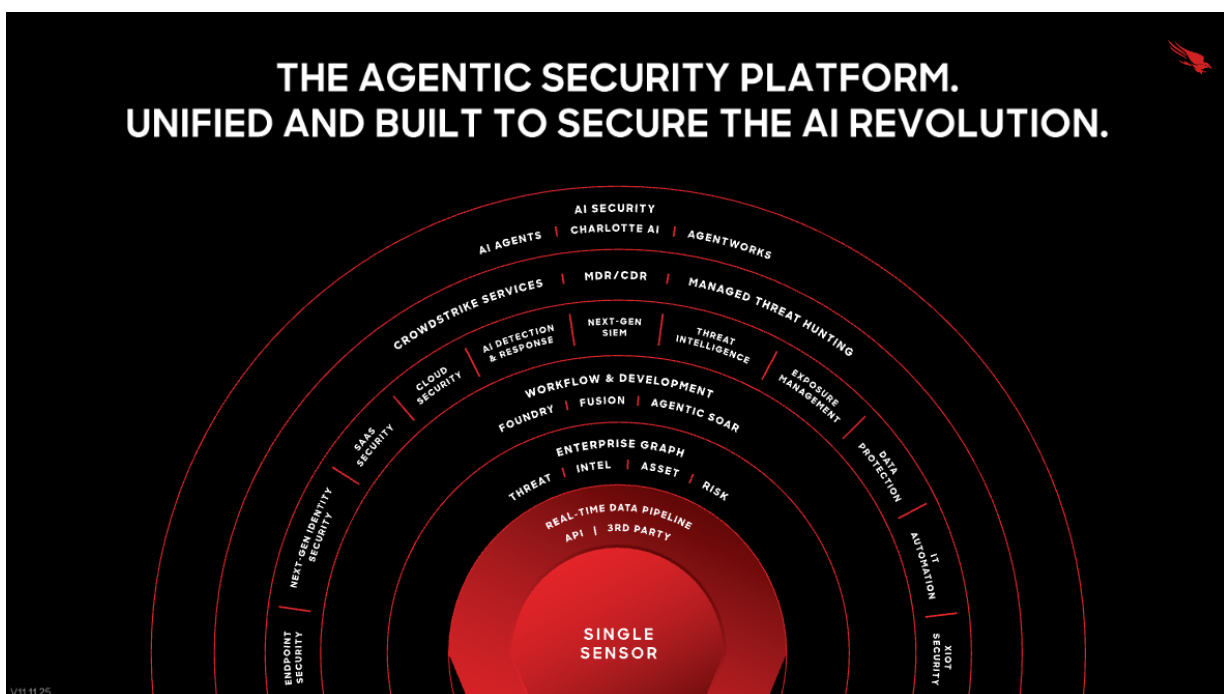
Infused with AI expertise

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.

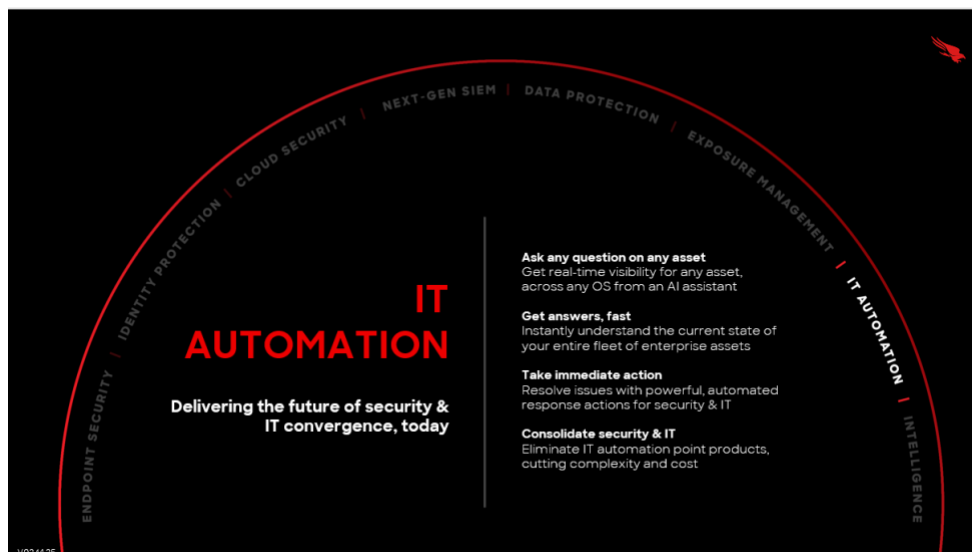
Effortless workflows and automation

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 FOR IT: IT AUTOMATION



CUSTOMER PROBLEM:

Enterprise organizations use a lot of complex software, and they struggle to maintain accurate and complete visibility of all their assets across the enterprise. Security and IT teams will often use different tools for visibility and action, hopping between consoles and datasets, which introduces lag and loses context. This makes it difficult to respond effectively to a security or IT incident in a timely fashion. Additionally, workflows built to span multiple point products are often tedious and require manual steps to achieve even the most basic tasks. Achieving more complex tasks often means integrating yet another orchestration solution, which adds complexity and maintenance costs.

WHAT'S NEEDED:

Security operations and IT operations teams need unified asset visibility and a unified workflow for collecting extended asset context and responding to incidents at scale. They need a single source of truth and a single place to act on the risks and threats that impact their technology estate.

UNIQUE APPROACH:

CrowdStrike Falcon® for IT is part of the unified Falcon platform. This means extended asset context and customized response actions are available from the same console that security teams operate today; these teams can simply enable new capabilities powered by the same agent that's already deployed across the enterprise. With Falcon for IT, security teams can gather additional asset context surrounding an incident or deploy an emergency patch without ever leaving the Falcon console.

Falcon for IT is purpose-built to leverage generative AI to immediately upskill every analyst and accelerate response. Ask Charlotte AI questions in natural language, and it will generate schema-compatible queries to collect the exact information security or IT requires.

Additionally, Falcon for IT is able to gather deep system-level information so security and IT teams can understand exactly what is running in the environment. Leverage built-in dashboards to identify what is running in the Windows kernel, track critical OS drivers, inventory critical third-party applications and monitor all Windows, macOS and Linux systems in real time.

CROWDSTRIKE'S RESPONSE

G-CLOUD 15 – IT AUTOMATION SERVICE DESCRIPTION

OUTCOME DELIVERED:

Unify security and IT with real-time visibility and automated remediation at scale. Go from zero to one hundred percent asset visibility without any deployment friction by leveraging the existing Falcon agent to collect extended asset context. Scheduled tasks unlock powerful asset automation workflows around device security posture and compliance checks for operational efficiency and consistency. Built-in quick actions and custom response capabilities make remediation simple and effective, allowing operations teams to deploy emergency patches and perform configuration fixes at scale.

Product Page: <https://www.crowdstrike.com/platform/falcon-for-it/>

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.

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- 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.