CROWDSTRIKE

CHARLOTTE AI

IN RESPONSE TO:

G-Cloud 15 Framework (Lots 1-3)

Service Description

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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

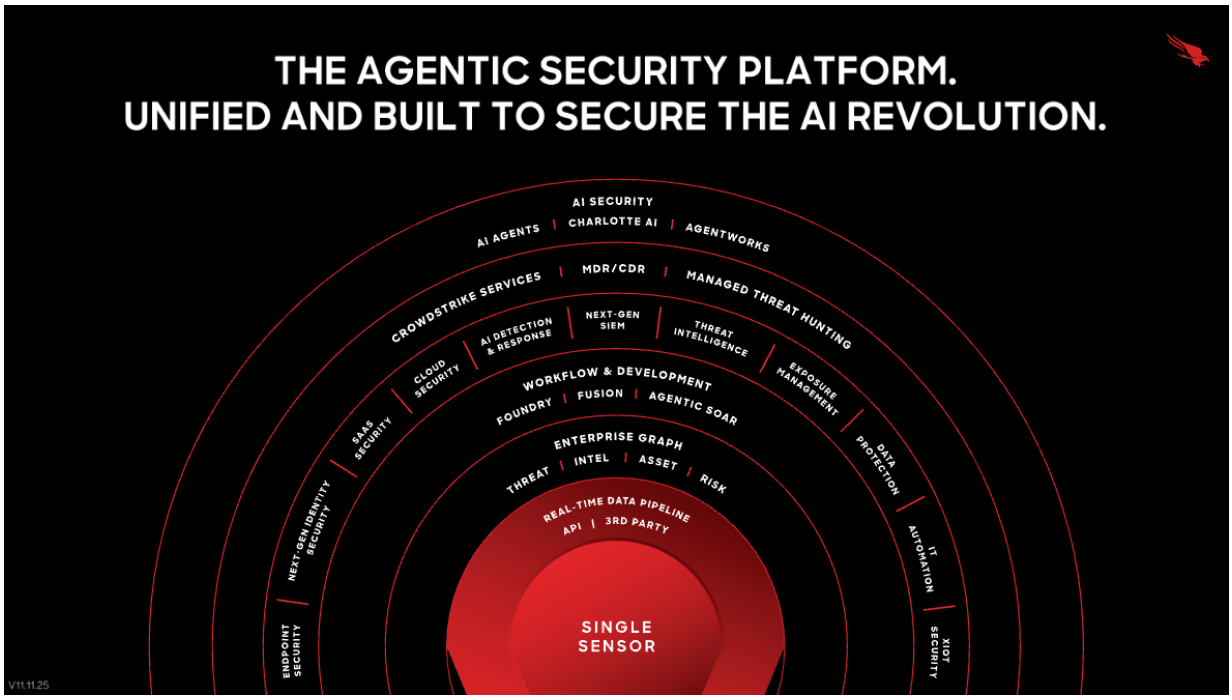
PLATFORM OVERVIEW

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.

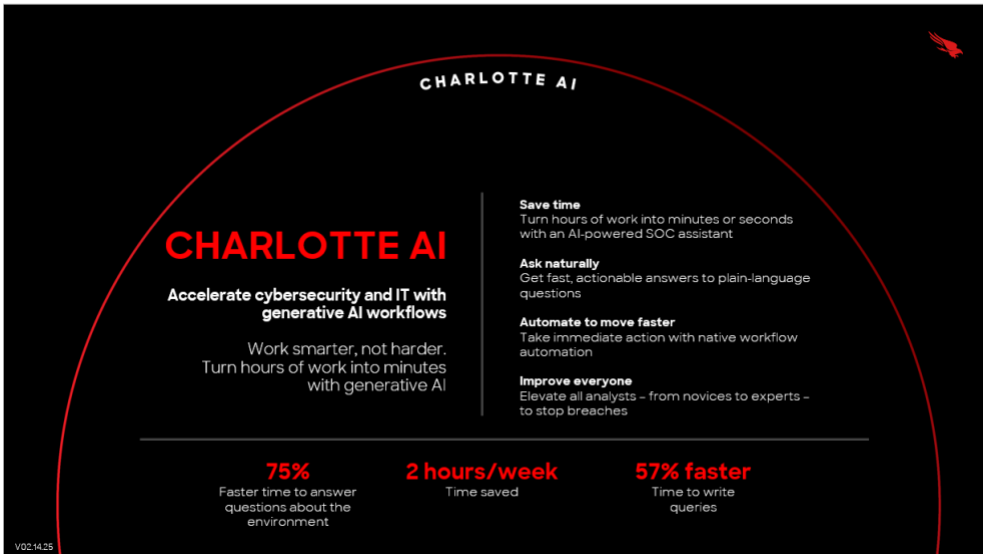
Infused with AI expertise
At CrowdStrike, AI is more than a feature — it's in our DNA. With models trained on trillions of data points every day, we predict and stop threats in their tracks.

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.



CHARLOTTE AI



CUSTOMER PROBLEM:

Today's adversaries have reached new heights of speed, sophistication and stealth. Cutting-edge technologies like generative AI (GenAI) and maturing cybercriminal marketplaces are lowering the barrier for more adversaries to conduct fast, scalable, high-fidelity attacks. To stop breaches, today's security teams need to do more — and do it much faster than ever. But persistent skills shortages make this a growing challenge: Skilled security experts remain hard to find and expensive to train. Moreover, with modern adversaries showing growing proficiency in cross-domain attacks — orchestrating campaigns that often span endpoints, stolen credentials and cloud workloads — point security solutions leave security teams with incomplete visibility. This results in delayed detection, fragmented investigations that span multiple consoles and provide piecemeal context, and sluggish, manual responses.

WHAT'S NEEDED:

Security teams need to reclaim a speed advantage from AI-enabled adversaries while leveling up every member of their organization — from novices to experts — to maximize the value of their tools. They need a modern, adversary-focused cybersecurity platform that delivers:

- **Unified cross-domain detection and response:** To manage their increasingly complex, dynamic environments, teams need a unified platform that delivers complete visibility across endpoints, clouds, identities, vulnerabilities and more. This platform must also enrich activity with real-time, high-fidelity threat intelligence to minimize the time it takes to detect, investigate and respond to threats.
- **Native workflow automation and an intuitive user experience:** Enable security analysts of any skill level to use plain-language prompts and queries for everyday tasks to turbocharge productivity and task completion — all while safeguarding teams against the growing attack surface and risks of GenAI, including large language model (LLM) hallucinations, data poisoning and data leakage.
- **Future-proof security:** Security teams need a solution from a trusted industry leader that delivers continuous innovation to stay ahead of adversaries and consistently demonstrates the ability to execute, ensuring measurable security outcomes.

UNIQUE APPROACH:

CrowdStrike has led the cybersecurity industry in the development of GenAI workflows for cybersecurity teams with the release of CrowdStrike® Charlotte AI™ in early 2024. Charlotte AI is a purpose-built AI assistant for users of the Falcon platform, enabling analysts to navigate their Falcon modules with simple, plain-language questions. From surfacing critical vulnerabilities and summarizing emerging threat intelligence to querying managed devices and writing complex search queries, Charlotte AI enables security teams to compress hours of manual workflows into minutes or even seconds.

Designed with a cutting-edge multi-AI architecture, Charlotte AI uses a dynamic selection of the industry's foremost LLMs to optimize task efficiency and insight for speed and accuracy. Charlotte AI is designed with critical safeguards to enable security teams to have peace of mind and ensure secure, responsible GenAI adoption. These include implementations for:

- **Accuracy**: Charlotte AI only presents actual Falcon platform data, presenting CrowdStrike's vast, high-fidelity threat intelligence, security telemetry and expert-generated insight
- **Transparency**: Each Charlotte AI response is inspectable, enabling analysts to trace (and even recreate) Charlotte AI's underlying work and source data
- **Privacy**: Charlotte AI is governed by the existing role-based access controls applied across the rest of the Falcon platform, ensuring users see only information they are authorized to see (or similarly, take actions they are authorized to perform)
- **Safety**: Analysts remain essential to directing, reviewing and authorizing Charlotte AI queries and response actions, ensuring human oversight across security workflows
- **Fairness**: Charlotte AI's underlying LLMs are not trained on user personally identifiable information (PII) or sensitive data

OUTCOME DELIVERED:

Charlotte AI enables organizations to accelerate security workflows and realize even greater ROI from the industry-leading Falcon platform.

- **8 in 10 users** believe their teams will be at least 25% more productive with Charlotte AI
- Users reported getting **75% faster** answers to questions about their environments
- Users reported **2 hours of time savings** per day from accelerating and automating security operations with Charlotte AI
- Users reported **57% faster** times to write and execute queries

Product Page: https://www.crowdstrike.com/en-us/resources/data-sheets/charlotte-ai/

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.