



# FALCON ENDPOINT DETECTION & RESPONSE (EDR)

IN RESPONSE TO

## G-Cloud 14 Framework (Lots 1-3)

Service Description

150 MATHILDA PL SUITE 300, SUNNYVALE, CALIFORNIA 94086

TEL: (888)512-8906 | FAX:(949) 417-1289

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

## DOCUMENT CONTROL

|                            |                                                                                                                                |
|----------------------------|--------------------------------------------------------------------------------------------------------------------------------|
| Date                       | 04.2024                                                                                                                        |
| <b>CROWDSTRIKE CONTACT</b> |                                                                                                                                |
| Account Manager            | Peter Carthew<br>Regional Sales Director<br><a href="mailto:ukpublicsector@crowdstrike.com">ukpublicsector@crowdstrike.com</a> |

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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.

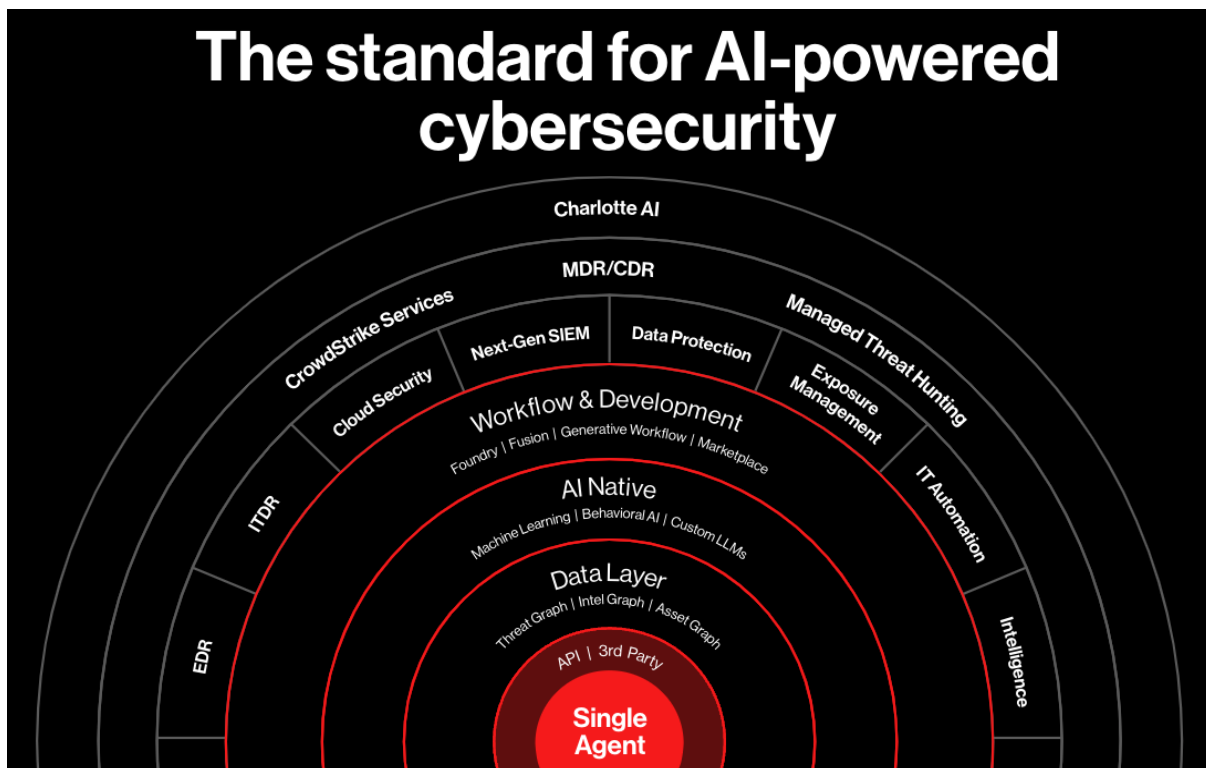
### Infused with AI expertise

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

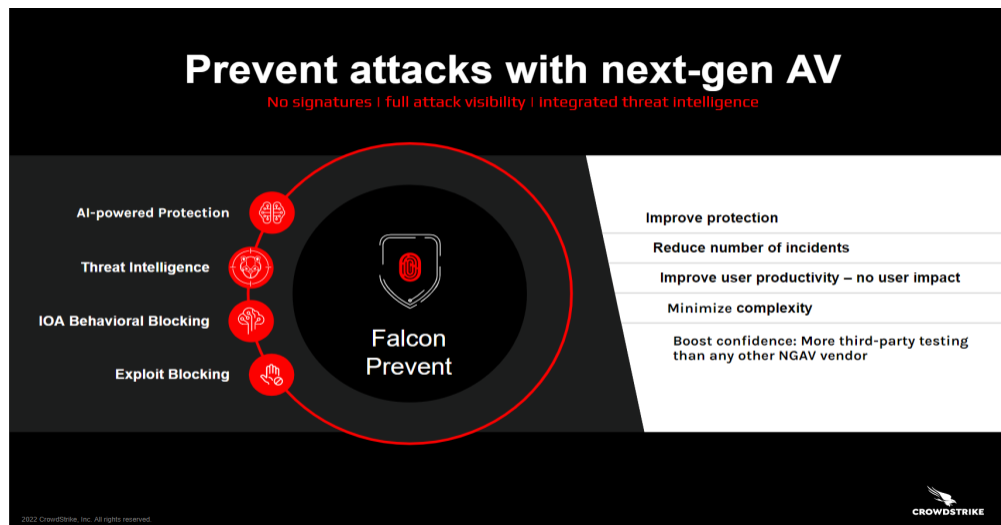
The power of native automation and generative AI workflows is woven into every corner of our platform. We do the heavy lifting, so you can act swiftly and confidently.

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.



## ENDPOINT DETECTION AND RESPONSE (EDR)

### FALCON PREVENT



**Falcon Prevent NGAV offers the ideal AV replacement solution by combining the most effective prevention technologies with full attack visibility and simplicity.**

Falcon Prevent stops attacks with the power of cutting-edge AI/ML, from commodity malware to fileless and zero-day attacks. Our elite threat intelligence, industry-first indicators of attack, script control, and advanced memory scanning detect and block malicious behaviors earlier in the kill chain. It uses a complementary array of technologies to prevent threats:

- Machine learning and artificial intelligence prevent known and unknown malware, adware and potentially unwanted programs
- AI-powered IOAs, script control and advanced memory scanning prevent sophisticated attacks, including fileless and malware-free attacks
- Exploit blocking to stop the execution and spread of threats via unpatched vulnerabilities
- Detect and quarantine on write stops and isolates malicious files when they first appear on a host
- Industry-leading threat intelligence is built into the CrowdStrike Security Cloud to actively block malicious activity
- Custom IOAs enable you to define unique behaviors to block
- Quarantine captures blocked files and allows access for investigation
- Script-based execution monitoring inspects and blocks malicious Microsoft Office macros
- Sensor tampering protection stops user or process attempts to manipulate or disable the CrowdStrike Falcon sensor

An easy-to-read process tree unravels attacks on just one screen and provides full attack visibility with enriched contextual and threat intelligence data. Events include detailed terminology from the MITRE ATT&CK® framework to pinpoint the exact tactics and techniques being used.

Cloud-delivered Falcon Prevent endpoint protection is automatically updated and operates without needing constant signature updates, scans, complex integrations or on-premises management infrastructure. The lightweight Falcon agent bears little impact on endpoints from initial install to day-to-day use. Minimal CPU overhead restores system performance and end-user productivity, and because it doesn't require a reboot after installation, you can deploy it and be fully operational in seconds. It provides broad platform support across endpoints and servers, including Windows, macOS and Linux. Falcon Prevent makes it easy to replace existing AV solutions, as it operates seamlessly alongside existing AV solutions as you migrate.

CrowdStrike is consistently recognized as a leading endpoint protection solution by industry analysts, independent testing organizations and security professionals. We were positioned as a “Leader” in the Forrester Wave: Endpoint Detection and Response Providers, Q2 2022, and in the [Forrester Wave: Endpoint Security Software as a Service, Q4 2023](#), where we received the highest possible scores for 17 criteria and in the Market Presence category. CrowdStrike was also recognized as a “Leader” in the [Gartner Magic Quadrant for EPPs](#).

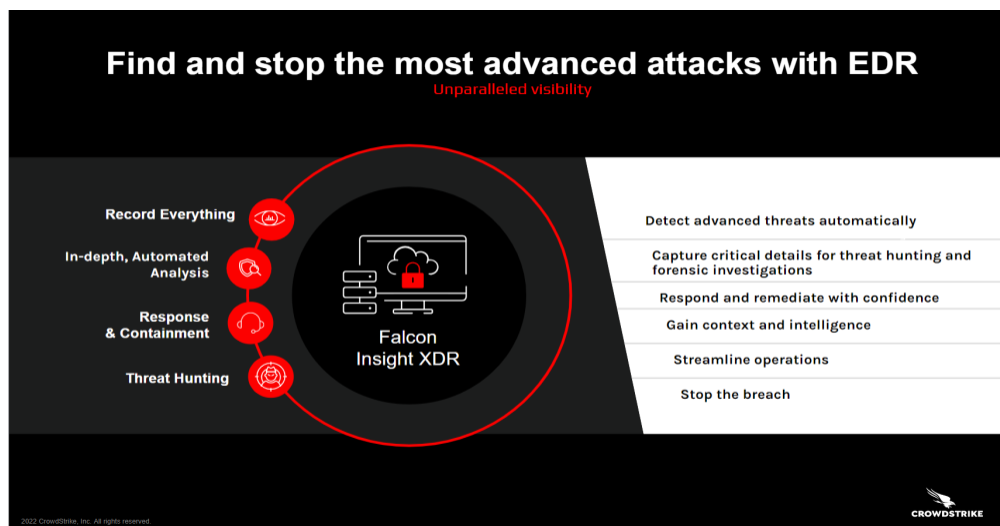
Since 2016, CrowdStrike has been independently certified to replace legacy solutions, and has demonstrated a strong commitment to continuous industry collaboration, scrutiny and testing. Independent testing at AV-TEST, AV-Comparatives and SE Labs has certified the protection capabilities of Falcon Prevent. Recently, the Falcon platform won the AAA Enterprise Advanced Security Award from SE Labs with 100% ransomware prevention and zero false positives. In addition, after extensive testing and analysis, AV-Comparatives named CrowdStrike Falcon® Pro for Mac the Best MacOS Security Product for Business for 2022.

#### **KEY BENEFITS OF FALCON PREVENT:**

- Stops attacks with the power of cutting-edge AI/ML, from commodity malware to fileless and zero-day attacks
- Simplifies operations with signatureless protection and SaaS delivery
- Deploys in minutes and immediately begins protecting your endpoints
- Replaces legacy antivirus quickly and confidently
- Operates seamlessly alongside antivirus as you migrate to simplify transition
- Provides full attack visibility

**Product page:** <https://www.crowdstrike.com/products/falcon-prevent/>

## FALCON INSIGHT XDR



**Falcon Insight XDR delivers continuous and comprehensive endpoint visibility that spans detection, response and forensics to stop potential breaches.**

Falcon Insight XDR continuously monitors endpoint activity and analyzes the data in real time to automatically identify threat activity, enabling it to detect advanced threats as they happen. Continuous raw event recording also collects a rich set of endpoint telemetry that is streamed to the Falcon platform. The CrowdStrike Threat Graph database stores this event data and answers queries in seconds so that security teams can rapidly investigate incidents, respond to alerts and proactively hunt for new threats. Mapping alerts to the MITRE ATT&CK framework helps you understand even the most complex detections at a glance.

Falcon Insight XDR accelerates security operations, allowing users to reduce the time they spend handling alerts and quickly investigate and respond to attacks.

**Eliminate Alert Fatigue and Improve Response Time.** Falcon Insight XDR combines seemingly disparate security alerts and indicators into incidents. By focusing on the full incident rather than discrete alerts, organizations can see a massive reduction in the number of items that require an analyst's attention. Smart prioritization streamlines the triage process by presenting critical threats earlier.

**Speed Up Investigations.** Falcon Insight XDR automatically collects the data that analysts need to orient themselves and act on a threat. It displays prioritized incidents enriched with deep context and builds out a complete picture of the threat. Visualizations show relationships between elements of the attack, including a dynamic timeline showing how the attack evolved over time.

Falcon Insight XDR leverages cloud-based AI analytics to distill the comprehensive endpoint data into actionable insights for CxOs, security analysts and investigators. CrowdScore®, a Falcon Insight XDR capability, delivers a simple metric to help organizations understand their current threat level and how it changes over time. This organizational "DEFCON" score updates in real time and makes it easy for security



leaders to quickly understand if they are under attack and the severity of the threat so they can immediately mobilize the appropriate response.

Powerful response actions allow you to contain and investigate compromised systems. CrowdStrike® Real Time Response, included with Falcon Insight XDR, provides direct access to endpoints under investigation. This allows security responders to run actions on the system and eradicate threats with surgical precision.

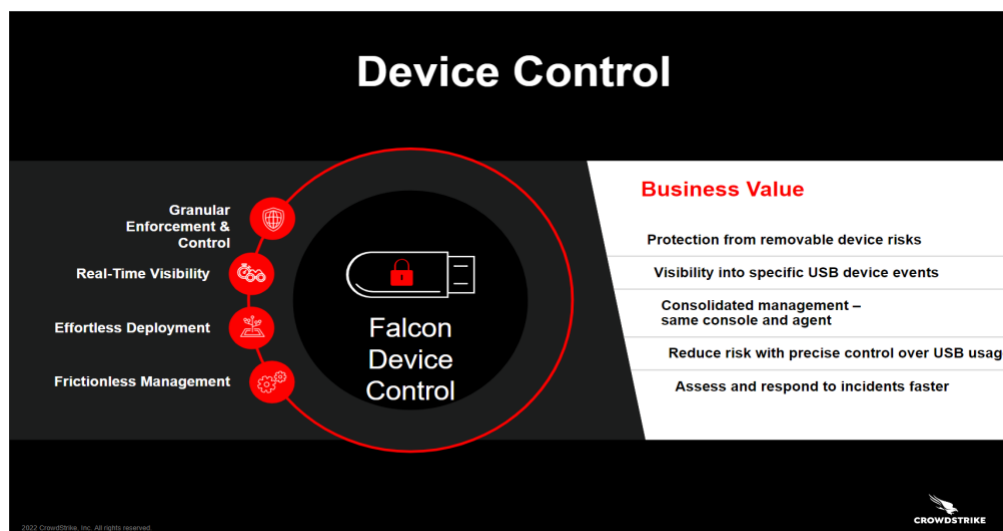
Cloud-delivered Falcon Insight XDR does not require any on-premises management infrastructure. It deploys in minutes and is immediately operational with unmatched detection and visibility. It hits the ground running, monitoring and recording on installation without requiring reboots, fine-tuning, baselining or complex configuration. With only a lightweight agent on the endpoint, searches take place in the Falcon platform without any performance impact on endpoints or the network. A broad set of easy-to-use APIs provide interoperability with other security platforms and tools.

#### **KEY BENEFITS OF FALCON INSIGHT XDR:**

- Automatically detects and intelligently prioritizes advanced threats
- Speeds up investigations with deep, real-time forensics and sophisticated visualizations
- Allows you to respond and remediate with confidence
- Helps you see the big picture with CrowdScore, your enterprise threat score
- Reduces alert fatigue by 90% or more
- Helps you understand complex attacks at a glance with the MITRE ATT&CK-based detection framework and the Incident Workbench

**Product page:** <https://www.crowdstrike.com/products/endpoint-security/falcon-insight-edr/>

## FALCON DEVICE CONTROL



The portability and ease of use USB devices offer make them an essential tool for most organizations. Yet these devices pose a significant security risk, potentially bringing malware into organizations and leaking data out. Although device control solutions exist, they often don't provide the contextual visibility and granular control required to understand and manage the data ingress and egress that come with these powerful devices.

Falcon Device Control helps enable safe use of USB devices across your organization. Built in the Falcon platform, it uniquely combines visibility and granular control, allowing administrators to ensure that only approved devices are used in your environment. It also provides extended file metadata and detailed logging for context and visibility during investigations. CrowdStrike's industry-leading machine learning enables analysts to detect USB device source code exfiltration incidents across 40 source code languages.

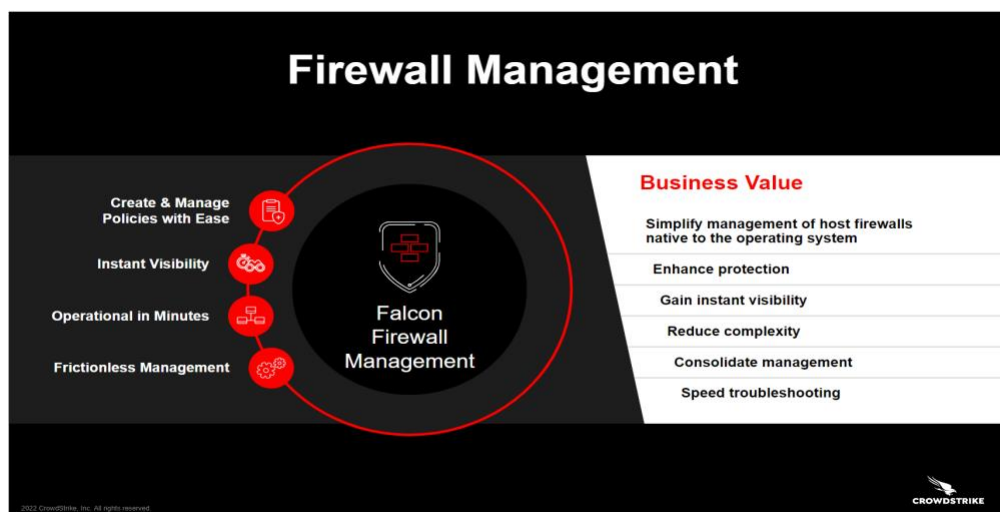
Leveraging the power of the CrowdStrike Falcon platform, you can implement and manage policies with ease.

### KEY BENEFITS OF FALCON DEVICE CONTROL:

- Mitigates risks associated with USB devices (like data loss)
- Offers automatic visibility into USB device usage
- Helps you control device usage with precision
- Allows you to implement and manage policies without hassle

Product page: <https://www.crowdstrike.com/products/device-control/>

## FALCON FIREWALL MANAGEMENT



As more organizations look to adopt host firewall capabilities native to the operating system, they often find effective functionality but are faced with complex, cumbersome management — so much so that adoption can be limited or delayed.

Falcon Firewall Management reduces the complexity associated with native firewalls by making it easy to create, manage and enforce policies with a simple, centralized approach. Easy-to-understand activity page views provide instant visibility on specific activities, critical rules, potential threats and network anomalies to enhance protection and inform action. Application- and location-aware policies enhance security and provide granular control.

Delivered via the same lightweight Falcon agent and cloud-delivered architecture, Falcon Firewall Management immediately enhances protection from network threats with no additional impact on the host — from initial enablement to ongoing day-to-day use. The single Falcon management console streamlines workflows and increases visibility across endpoint security controls for endpoint protection and host firewall management.

### KEY BENEFITS OF FALCON FIREWALL MANAGEMENT:

- Simplifies management of host firewalls native to the operating system
- Enhances protection
- Delivers instant visibility
- Reduces complexity
- Speeds troubleshooting

**Product page:** <https://www.crowdstrike.com/endpoint-security-products/falcon-firewall-management/>

## 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](mailto: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

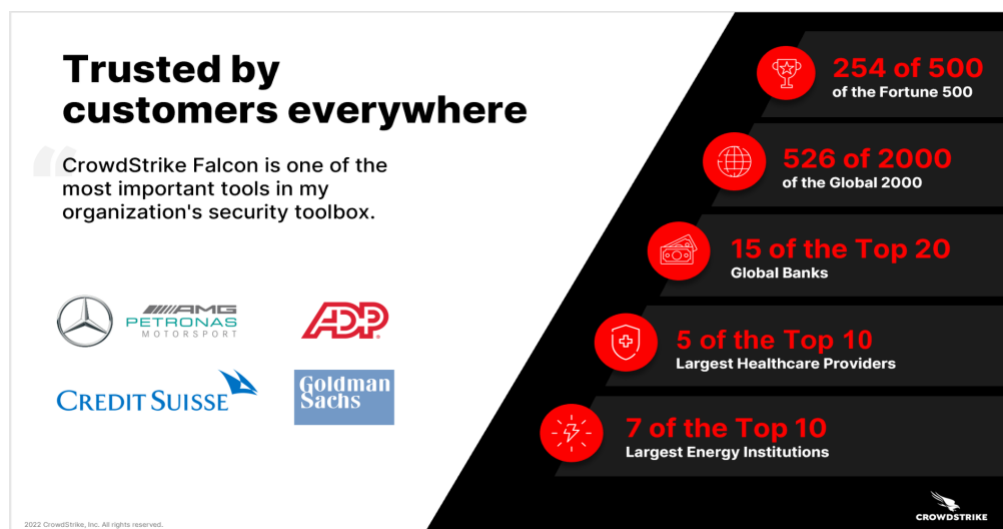
Please see Section 13 of the accompanying CrowdStrike Terms & Conditions and note that pricing is subject to a minimum noncancellable subscription term

## 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/>.

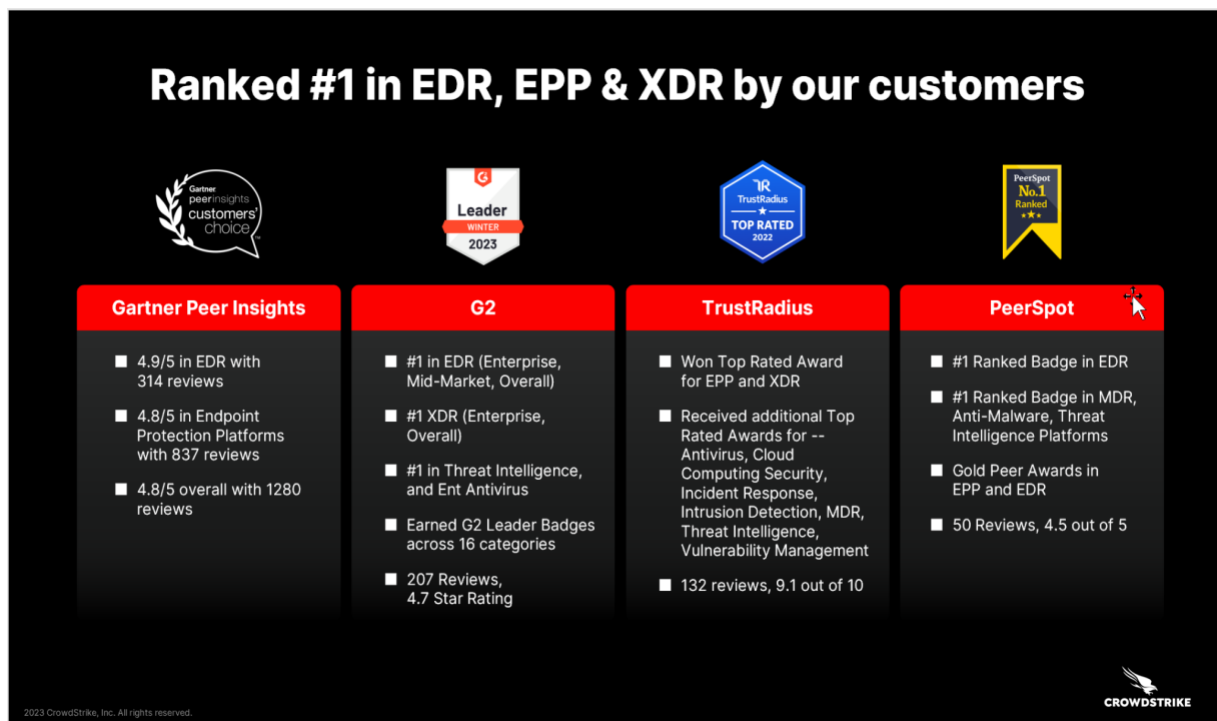
See more verified customer peer reviews at Gartner Peer Insights for Endpoint Detection and Response and for Endpoint Protection Platforms.

## 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](mailto:ukpublicsector@crowdstrike.com)