

# CROWDSTRIKE FALCON SUPPORT OFFERINGS

CrowdStrike® offers premium support services to assist you with deployment and ongoing use of the CrowdStrike Falcon® platform to ensure your success in keeping your environment secure and stopping breaches.

# THE CROWDSTRIKE SUPPORT ORGANIZATION IS DEDICATED TO RESOLVING ANY ISSUES QUICKLY AND EFFECTIVELY

CrowdStrike provides multiple levels of support so you can choose the level that best fits your organization's requirements and ensures that you receive the most benefit from your investment in CrowdStrike.

CrowdStrike provides four levels of support:

STANDARD SUPPORT	EXPRESS SUPPORT	ESSENTIAL SUPPORT	ELITE SUPPORT
<p>Standard Support is bundled free with all Falcon subscriptions, providing basic support services, with a next-business-day response service level agreement (SLA).</p>	<p>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.</p> <p>Express Support provides everything included in Standard Support, plus:</p> <ul style="list-style-type: none"> <li>■ Prioritized case handling</li> <li>■ Quarterly health checks and reports</li> <li>■ Knowledge transfer opportunities</li> <li>■ Access to CrowdStrike's team of technical account managers (TAMs) for product advice and issue escalation</li> <li>■ Enhanced knowledge base</li> <li>■ Premium video and webinar content</li> </ul>	<p>Essential Support is designed for mid-sized enterprise environments. From planning your deployment to ongoing operations, CrowdStrike's team of support professionals understands the importance of your mission and are committed to working with you to avoid problems and resolve issues as quickly as possible.</p> <p>Companies that value proactive engagement to avoid issues and fast and predictable access to support will benefit from this service.</p> <p>Essential Support provides everything included in Express Support, plus:</p> <ul style="list-style-type: none"> <li>■ 30 days of personalized onboarding support</li> <li>■ Invitations to Beta Programs</li> <li>■ Periodic proactive calls from a TAM</li> <li>■ Reports covering the overall health of your CrowdStrike deployment, best practices, tuning, case status and reviews of new product features and capabilities</li> </ul>	<p>Elite Support is the highest level of support provided by CrowdStrike. A named TAM works closely with you as an extension of your team.</p> <p>Elite Support builds on CrowdStrike Essential Support and adds the following:</p> <ul style="list-style-type: none"> <li>■ Custom reporting</li> <li>■ Weekly scheduled meetings</li> <li>■ On-site visits (up to quarterly)</li> <li>■ Product management team access</li> <li>■ Named TAM</li> </ul>

**CROWDSTRIKE FALCON SUPPORT OFFERINGS**

Support Level	Standard	Express	Essential	Elite
<b>Support Access</b>				
Support Portal (Knowledge Base, Case Submissions)	✓	✓	✓	✓
24/7/365 Phone Support for Emergencies	✓	✓	✓	✓
Live Chat (Business Hours)	✓	✓	✓	✓
Priority Case Assignment		✓	✓	✓
Premium Support Content (Articles, Videos, Webinars)		✓	✓	✓
Access to TAM Team for Product Advice and Escalations		✓	✓	✓
Named TAM				✓
<b>Technical Account Management</b>				
Proactive Case Management			✓	✓
Quarterly Reports		✓	✓	Custom
Weekly Deployment Follow-up Meetings			✓	✓
Proactive Outreach			✓	✓
Quarterly Health Checks		✓	✓	✓
Beta Program Invitations			✓	✓
Roadmap Webinars		✓	✓	✓
On-site Visits				✓
Ad-hoc Product Guidance and Knowledge Transfer			✓	✓
<b>First 30 Days Ramp-Up</b>				
Welcome Letter		✓	✓	✓
1:1 Quick Start Call			✓	✓
Weekly and Monthly Premium Support Newsletters			✓	✓
Onboarding Webinar		✓	✓	✓

## CROWDSTRIKE FALCON SUPPORT OFFERINGS

# SUPPORT CARE

### RESPONSE TIME

**Standard:** The support engineer responds to technical issues within one business day of a call or one business hour for critical issues.

**Express, Essential:** The support engineer responds to technical issues within four business hours of a call or one business hour for critical issues.

**Elite:** The support engineer responds to technical issues within four business hours of a call or one business hour for critical issues.

### 24X7 CRITICAL ISSUE SUPPORT

**Standard:** For critical technical issues (P1 – Network down), the support team is available around the clock.

**Express, Essential and Elite:** For critical technical issues, the team will be available around the clock, escalating issues as appropriate for the quickest possible resolution. You will be given a dedicated phone number for these critical cases.

### PRIORITIZED CASE HANDLING

**Express, Essential and Elite Support** cases take precedence over Standard cases at the same priority level.

### PROACTIVE SUPPORT

**Essential and Elite:** During periodic calls scheduled at your convenience, a

member of the TAM team will provide Q&A or just-in-time training on topics of your choice, updates on the latest product features, and general platform health checks.

# PRODUCT CARE

### DEFECT HANDLING

**Standard:** When determined the issue could be caused by a defect in the product, a case will be opened on the customer's behalf and managed to resolution.

**Express, Essential and Elite:** When determined the issue could be caused by a defect in the product, the customer's ticket will take precedence over others within the same priority level.

### FEATURE REQUESTS

Feature requests should be submitted through the Ideas section in the Falcon Support Portal where they are regularly reviewed and prioritized by the product teams.

# ACCOUNT CARE

### TECHNICAL ACCOUNT MANAGER TEAM

**Express, Essential and Elite:** You receive direct access to the TAM team, which will be your liaison to support and product management.

# PERIODIC CHECK-INS

The TAM team conducts periodic check-ins to provide the following:

- Review issues, projects and goals
- Address any new questions or concerns
- Discuss best practices
- Provide updates on new features
- Provide just-in-time technical guidance

# HEALTH CHECK

The TAM team reviews policy configuration, usage data, endpoint data and more, to ensure that the platform is being used as efficiently and effectively as possible. If necessary, CrowdStrike will recommend configuration changes or upgrades to optimize your deployment.

# QUARTERLY REVIEWS

CrowdStrike provides an overview of your current deployment and highlights potential areas for improvement.

**Contact CrowdStrike  
to Discuss Your Needs:  
1-888-512-8906  
sales@crowdstrike.com**

