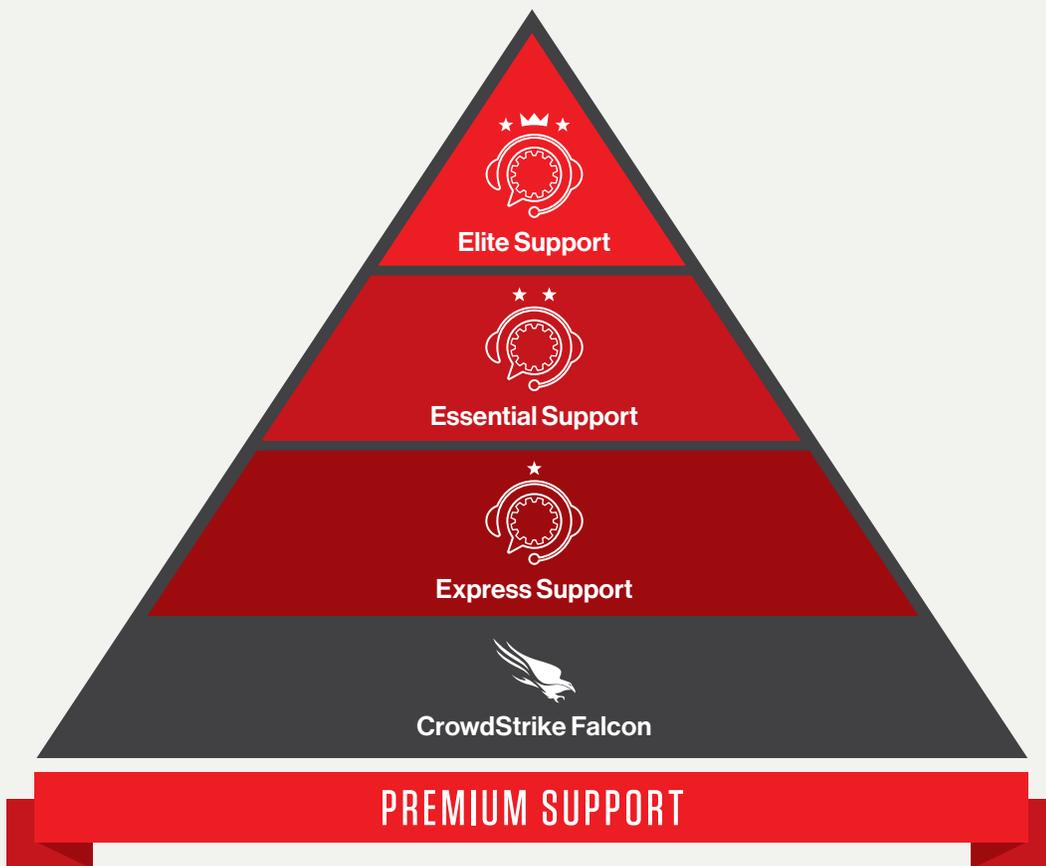


# CROWDSTRIKE FALCON PREMIUM SUPPORT

Superior technology plus premium support delivers maximum protection for your business

# THE CROWDSTRIKE SUPPORT ORGANIZATION IS DEDICATED TO RESOLVING 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 you receive the most benefit from your investment in the CrowdStrike Falcon® platform.



**Elite Support:** The highest level of support provided by CrowdStrike, designed for large enterprises or complex environments. Provides access to a Technical Account Manager (TAM) with industry-specific knowledge of your business.

**Essential Support:** For mid-sized enterprises or complex environments that could benefit from proactive engagement to help ensure your team is able to take advantage of the robust CrowdStrike ecosystem.

**Express Support:** For small to medium-sized corporate IT environments where deployment and operational issues must be addressed quickly.

**Standard Support:** Bundled free with all Falcon subscriptions, providing basic support services.

**GROWDSTRIKE FALCON PREMIUM SUPPORT**

Support Level	Standard	Express	Essential	Elite
<b>Technical Support</b>				
Support Portal (Knowledge Base, Case Submissions)	✓	✓	✓	✓
24/7/365 Phone Support	P1 only	✓	✓	✓
Live Chat (Business Hours)		✓	✓	✓
Case Prioritization		High	Higher	Highest
Critical Incident Management				✓
<b>Technical Account Management</b>				
TAM Assignment		Pooled	Product Specialist	Product & Industry Specialist
Health Check		Quarterly	Quarterly	Monthly
Quarterly Reports		✓	✓	✓ (Onsite up to 2x per year)*
Product Enablement		Webinar only	Delivered by TAM**	Guided Workshops
Proactive Case Management			✓	✓
Proactive Engagements for Relevant Product Updates or Issues			✓	✓
Scheduled Operations Reviews			✓	✓
Success Planning				✓
Partnership on Your Strategic Initiatives				✓
Release Review				✓
Additional TAM for Global Coverage				✓ (at additional cost)

\* Additional costs may be required

\*\* As part of regularly scheduled TAM engagements

**CROWDSTRIKE FALCON PREMIUM SUPPORT**

Support Level	Standard	Express	Essential	Elite
<b>New Customer Onboarding</b>				
Onboarding Webinar		✓	✓	✓
Kickoff Call			✓	✓
Guided Onboarding Experience with an Assigned Onboarding Specialist			30 days	90 days

## SUPPORT CARE

### RESPONSE TIME

**Standard:** The support engineer responds to technical issues within one business day of opening a support case.

**Express and Essential:** The support engineer responds to technical issues within four hours of opening a support case or one hour for P1 critical issues.

**Elite:** The support engineer responds to technical issues within four hours of a opening a support case or one hour for P1 critical issues. Additionally, for critical issues, your TAM will open a communication bridge with your team to address the issue and will coordinate the required CrowdStrike resources for fast resolution.

## ACCOUNT CARE

### 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.

### 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.

## ABOUT CROWDSTRIKE

**CrowdStrike** (Nasdaq: CRWD), a global cybersecurity leader, has redefined modern security with the world’s most advanced cloud-native platform for protecting critical areas of enterprise risk — endpoints and cloud workloads, identity and data.

Powered by the CrowdStrike Security Cloud and world-class AI, the CrowdStrike 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.

Purpose-built in the cloud with a single lightweight-agent architecture, the Falcon platform delivers rapid and scalable deployment, superior protection and performance, reduced complexity and immediate time-to-value.

CrowdStrike: **We stop breaches.**

Learn more: <https://www.crowdstrike.com/>

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