# CrowdStrike

## Crowdstrike

**Available to purchase until 13/05/2028**

An agreement for CrowdStrike's core Falcon Endpoint Protection Platform, designed to align with Jisc's Managed Security Operations Centre requirements. Licence purchases are through two resellers listed on SUPC's SLRA Lot 4.

# Key Facts

## Benefits

- Agreement aligns with **Jisc's Managed SOC**
- Two resellers on the agreement (CDW and Softcat) to ensure alignment with **SLRA Lot 4**
- Simplified tiered pricing model
- Best pricing assured
- Includes Bundle option and Express Support option

## Important dates

**Agreement start:** 14 May 2025

**Agreement end:** 13 May 2028

**Invoice date:** Invoices will be issued three months in advance of the licence anniversary date.

## Commitment Period

Institutions may participate in the Agreement at any time during the agreement period, and are bound by its Terms and Conditions, including payments, for three full years.

## Licence type

Per endpoint.

## Trial

Contact **Chest Help** for more information.

## Eligible Institutions

Higher and Further Education and Research Councils in the United Kingdom, and to Universities and Colleges of Further Education in Ireland.

Other organisations (including Further Education / Research Councils / Colleges) aligned with Jisc's charitable objectives of supporting education, research bodies and the public sector may ask to participate in the Agreement. Jisc will liaise with the Supplier about any such requests.

## Background Information

This Agreement ties into **Jisc's Managed SOC**.  Please reach out to **your Relationship Manager** for more information on Jisc's SOC.

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# Product Information

## Supplier Details

**Licensor:** CrowdStrike, Inc., a Delaware corporation, with its principal place of business at 150 Mathilda Place, Suite 300, Sunnyvale, CA 94086, United States

**Website**: **www.crowdstrike.co.uk**

**Company Overview**: CrowdStrike protects the people, processes and technologies that drive modern enterprise. A single agent solution to stop breaches, ransomware, and cyber attacks—powered by world-class security expertise and deep industry experience. With CrowdStrike, customers benefit from better protection, better performance and immediate time-to-value delivered by the cloud-native Falcon platform.

**UK Office Address:** 100 Longwater Avenue, Reading, RG2 6GP

**General Enquiries Email:** education@crowdstrike.com

**Phone Number:** +44 (118) 2285099

## Product Description

This agreement is for the core suite of Falcon products.  Other CrowdStrike solutions may be added to the agreement in due course and based on customer demand.  For now the products are as follows:

**CrowdStrike Falcon® Insight XDR** is a cloud-native Endpoint Detection and Response (EDR) solution that delivers comprehensive visibility and real-time threat detection across endpoints. Designed to prevent breaches, Falcon Insight XDR continuously monitors endpoint activity, enabling swift detection and response to sophisticated cyber threats. Its integration with Jisc's Security Operations Centre (SOC) enhances the cybersecurity posture of UK education institutions by providing advanced threat hunting and incident response capabilities.

**Key Features:**

- **Continuous Monitoring and Visibility**: Falcon Insight XDR records and analyses endpoint activity in real-time, ensuring that stealthy attacks are identified and mitigated promptly.

- **Intelligent Threat Detection:** Utilising Indicators of Attack (IOAs) and behavioral analytics, the solution detects malicious activities that traditional security measures might miss, reducing the risk of silent failures.

- **Rapid Incident Response:** The platform provides tools for immediate investigation and remediation, including remote access capabilities to contain and resolve threats swiftly.

- **Integration with MITRE ATT&CK Framework**: Alerts and detections are mapped to the MITRE ATT&CK framework, offering clear insights into adversary tactics and techniques.

- **Cloud-Native Architecture**: Delivered via a single lightweight agent, Falcon Insight XDR requires no on-premises infrastructure, ensuring quick deployment and scalability.

- **Multi OS Protection** - Delivers comprehensive security across Windows, macOS, Linux, iOS, and Android platforms

**Benefits for the Education Sector:**

- **Enhanced Security Posture**: By integrating with Jisc's SOC, institutions benefit from expert threat hunting and incident response services tailored to the education sector.

- **Resource Efficiency**: The solution's automated detection and response capabilities reduce the burden on internal IT teams, allowing them to focus on strategic initiatives.

- **Compliance Support**: Continuous monitoring and detailed reporting assist institutions in meeting regulatory and compliance requirements.

- **Scalability**: The cloud-native design ensures that the solution can scale with the institution's needs without significant infrastructure investments.

**Additional Resources**

- **CrowdStrike Falcon Insight XDR Product Page**

- **Falcon Insight XDR FAQ**

- **Real Time Response Demo**

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# Useful Resources

## Coventry University Case Study



Discover how Coventry University strengthened its cyber resilience by deploying CrowdStrike Falcon across its campus. **Read the case study**

## University of Sunderland Case Study



Discover how the University of Sunderland strengthened its cyber defence by adopting CrowdStrike's MDR service—gaining 24/7 expert-led threat monitoring and response without increasing internal resource demands. **Read the case study**

## University of Westminster Case Study

Learn how the University of Westminster replaced legacy antivirus with CrowdStrike to improve protection, reduce complexity, and gain real-time visibility—empowering its small IT team to act with greater speed and confidence. **Read the case study**

## Strengthening Cybersecurity in U.K. Education

This white paper outlines the key cyber threats facing UK universities and colleges and offers practical steps to strengthen resilience. It highlights how solutions like CrowdStrike and partnerships with Jisc can support sector-specific protection. **Read the White paper**

## Aligning to the NCSC Cyber Assessment Framework

This white paper explains how CrowdStrike helps organisations align with the UK's NCSC Cyber Assessment Framework (CAF), supporting best practices across governance, risk management, and operational resilience—key for institutions managing critical services. **Read the White paper**

# Service and Support

## Trials

Contact **Chest Help** for more information.

## Product Documentation

CrowdStrike provides access to a full suite of technical documentation, deployment guides, and best practices via the **CrowdStrike Customer Support Portal**, available to licensed users.

## Training and Training Materials

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## Technical Support

All institutions purchasing through the Chest Agreement will receive CrowdStrike Express Support as standard.

**Express Support** is designed for smaller to mid-sized organisations and includes:

- 24/7 access to CrowdStrike's global Technical Support team via web and email

- Basic support services and access to the CrowdStrike Knowledge Base

- Web-based case management through the Customer Support Portal

- Coverage for all purchased Falcon modules

## System releases, new versions and functionality

Details of system releases and/or new versions and/or new supporting documentation will be shared directly with licensed institutions when available.

## Supplier Web Address

**www.crowdstrike.co.uk**

## Contact

For specific enquiries, please contact your CrowdStrike Account Manager or email: **education@crowdstrike.com**.

Phone Number: +44 (118) 2285099

## CrowdStrike 24/7 Incident Response Hotline

**EMEA:** +44 3701800

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# Terms and Conditions

**Licensor:** CrowdStrike, Inc., a Delaware corporation, with its principal place of business at 150 Mathilda Place, Suite 300, Sunnyvale, CA 94086, United States

**The Chest Order, together with the Licence Terms and Conditions, and any exceptions listed below, create a legally binding contract between your institution, organisation or company and the Licensor. Therefore please read the terms and conditions carefully and only submit a Chest Order if its terms and conditions are acceptable to your institution, organisation or company and you have the authority to make the financial commitment shown.**

## Licence Type

The CrowdStrike Agreement is not a Standard Chest Agreement, it is subject to the Licensor's own terms and conditions, not the standard Chest licence for software. Please be sure to read the **CrowdStrike Terms and Conditions** carefully before purchasing CrowdStrike software under this agreement.

## Payment Terms

Jisc will invoice Licensed Institutions for the initial fee on receipt of a completed order. Sites will then be invoiced annually three months in advance of the anniversary of their licence start date until the end of their chosen Commitment Period.

You are advised that because of the requirement for Jisc to collect monies due before the anniversary date two charges may initially fall into one academic accounting year.

**Chest is an Enterprise of Jisc. All Purchase orders must be made out to Jisc Services Ltd, 4 Portwall Lane, Bristol, BS1 6NB to cover all charges plus VAT.**

All terms contained in a PO are expressly rejected and do not form part of the Licence or vary the Licence terms in any way.

Payments are due within thirty days of invoice date; recipients of late payments are entitled to interest in accordance with *UK statutory provisions*.

## Termination Clauses

At the end of a Licence period sites will be required to delete the software from their systems.

It is the intention of Chest and CrowdStrike to renew this three year Agreement. If the Agreement is renewed or extended then new conditions

may apply. If the Agreement is not renewed then any extension is a matter between institutions and CrowdStrike Software.

## Location and Use Permissions

The product(s) may be used by any Authorised User of the Licensee for Educational Purposes which includes the administration and management of the licensee's educational and research operations. These permissions are described in the terms and conditions for the Standard Chest Licence for Software.

## Personal Licences

N/A

## Exceptions to the Terms and Conditions

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Commercial in confidence

Operating address: Chest (a Jisc Enterprise), 4 Portwall Lane, Bristol. BS1 6NB email:help@chest.ac.uk tel:0300 121 0878

Jisc (Registered Office), 4 Portwall Lane , Bristol, BS1 6NB    |    Charity No. 1149740    |    Company No. 5747339