aws marketplace

Kentik

Reviews, tips, and advice from real users

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Product Recap

Kentik

Kentik Recap

Kentik's AIOps Network Traffic Intelligence platform unifies network operations, performance, security, and business intelligence.

With a purpose-built big data engine delivered as public or private SaaS, Kentik captures a high-resolution view of actual network traffic data and enriches it with critical application and business data, so every network event or analysis can be tied to revenue & costs, customer & user experience, performance & risk.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

✔ "The most important feature is cybersecurity."

ADRIANA SALDARRIAGA TOBON

Sales Manager at IFX NEtworks

✔ "Kentik excels in telemetry within data centers and works well in multi-vendor environments."

Verified user

BDM at a comms service provider with 11-50 employees

✔ "Overall, I would give Kentik nine out of ten stars."

Shubham-Saxena

Network Engineer III at Fortanix

✔ "Monitoring operational efficiency is easy."

Ahmad Mohd Fahmin

Consultant at Finther Tecnologica

✔ "It offers a simple yet powerful feature of classifying applications, going beyond basic statistics."

Satoshi Miura
Marketing Manager at a manufacturing company with 5,001-10,000 employees

✔ "One of the valuable features is the intuitive nature of building out reports, and then triggering actions based on specific metrics from those reports. It has a really good UI and the ability to surface data through the reporting functions is pretty good. That's helped a lot in the security space."

Verified user
Director - Site Reliability Engineering at a media company with 1,001-5,000 employees

✔ "We're pretty happy with the API functionality. It's web, and it's very simple to set up queries. It has served us well and you don't need to be an expert on the API or the product to set these things up."

PeterCarlsten
Area Controller at a computer software company with 5,001-10,000 employees

What users had to say about valuable features:

"To find the most valuable features of the solution, I need to drill down into the solution to see how the dashboard captures everything and then look at areas like network monitoring, the switches, and how the product digests the data and consumes them in terms of the metrics.."

Ahmad Mohd Fahmin
Consultant at Finther Tecnologica

Read full review ↗

"The solution is valuable for client experience, especially in the financial sector. The most important feature is cybersecurity. The pricing is good, but the functionality is the most important aspect for clients. The solution is easy to deploy and requires only one person to set up, making it easy and quick. Overall, the ease of use and the fact that it meets client expectations are major positives.."

ADRIANA SALDARRIAGA TOBON
Sales Manager at IFX NEtworks

Read full review ↗

One of the most valuable features of Kentik, especially for service providers, is its ability to visualize all the BGP peering and the status of the BGP peering platform. This visualization feature is powerful for network monitoring and tracking peering BGP connections. Additionally, Kentik excels in telemetry within data centers and works well in multi−vendor environments. It's effective in terms of observability and is better than other vendor tools that might struggle in this area.

Verified user   Read full review ↗
BDM at a comms service provider with 11-50 employees

"The best part of Kentik is the synthetic test, which we use extensively in our environment since I'm working in a company that uses customer use cases.

"It simulates the same scenario that customers use with our products.

"It simulates the same things, and we see that the customer traffic pattern, the number of props, is coming from the disruptions on the link, the latency issues, the HTTP errors, and the number of props coming from each hub, which I can visualize to see where the latency is.."

Shubham-Saxena   Read full review ↗
Network Engineer III at Fortanix

"For us, it's valuable to get a general understanding of how we serve different networks on the internet from our CDN. We're extremely happy with the different classifications you can make and also the ease of drilling down. It's a very easy tool to use. You only need 10 minutes and you pretty much have the hang of it, and that's really good.

We're pretty happy with the API functionality. It's web, and it's very simple to set up queries. It has served us well and you don't need to be an expert on the API or the product to set these things up.

It also detects anomalies proactively, but the same is not so true when it comes to real network problems, since they tend to just happen. Sometimes we can see performance degrading over time or we can see traffic drops where we're not expecting them and that could be a problem, but it's not very proactive in that case. But it's pretty good. In fairly real-time we get alerts and can act on them.."

PeterCarlsten   Read full review ↗

Area Controller at a computer software company with 5,001-10,000 employees

"One of the valuable features is the intuitive nature of building out reports, and then triggering actions based on specific metrics from those reports. It has a really good UI and the ability to surface data through the reporting functions is pretty good. That's helped a lot in the security space. If you get a massive, 100 GB attack coming through, saturating links, you can surface that really quickly and then act to engage DDoS protection or other mitigations from the IPS.

The real-time visibility across our network infrastructure is really good. One of the things that we love it for is our global backbone visualization. Being able to see that utilization in real-time is pretty critical for us.

It also proactively detects network performance degradation and things like availability issues and anomalies when used in concert with the SevOne network management system. In conjunction with that — with all of our polling and availability data coming from that NMS — the flow data provides that type of insight.

We also use Kentik's months of historical data for forensic work. We do 90 days.."

Verified user   Read full review ↗

Director - Site Reliability Engineering at a media company with 1,001-5,000 employees

Other Solutions Considered

Currently, I am evaluating Selector tools for service providers, specifically for their SD-WAN monitoring capabilities. Selector has an advantage due to their extended time working on AI, which is beneficial for providing monitoring interfaces for customers.

Verified user
BDM at a comms service provider with 11-50 employees

Read full review ↗

"There have been other folks in our company who have tested a variety of things. Prior to Kentik they went through an evaluation phase, from what I understand, and vetted out a variety of solutions. I believe that what made Kentik stand out was pricing and the intuitive user-experience.."

Verified user
Director - Site Reliability Engineering at a media company with 1,001-5,000 employees

Read full review ↗

"We mainly used Arbor. And also, we worked with local vendors in Japan and China as well. Basically, when we work with customers, we choose the product based on their requirements.

Arbor required big appliances at that time, whereas Kentik was more advanced and software-based.."

Satoshi Miura
Read full review ↗
Marketing Manager at a manufacturing company with 5,001-10,000 employees

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"We didn't look into any of their competitors at the time. It was very early days. We were in the build-up phase. I know some of their competitors and they're more clumsy when it comes to the graphing part. And we didn't want appliances. For us, a company that doesn't operate that many routers, pricing is not a huge deal, which it could be for other companies with thousands and thousands of devices to monitor. For us, it was a very good tradeoff to not have to deal with the on-prem hardware.."

PeterCarlsten
Read full review ↗
Area Controller at a computer software company with 5,001-10,000 employees

"We were using a homebrew solution previously, which was not NetFlow based; it was BTU-based, which was vendor-specific. We are, obviously, a multi-vendor shop, so it only gave us limited visibility.

We switched to have the ability to see much more than what we were seeing. Kentik was platform-independent. There was also the fact that compared to what they were offering, nothing else on the market had the same feature set. Kentik already had more, and that was three years ago. They have been innovators in the space and have continued to push on the available features since. And most important, for us, was the price point. It was highly competitively priced. It was a no-brainer.

We did look into the on-prem option. Within our group, we're just not set up to do that. We're not server guys. And the pricing on the as-a-service-solution was such that it still made sense to go that route for us.."

AdamDavenport   Read full review [↗]
Director, Interconnection Strategy at GTT

"We made the decision to go with Kentik instead of building something ourselves, and that was mainly due to the graphing features of the product, which are really excellent; the drill-down features. For us to develop something like that ourselves would have taken a lot of time.

It was in their very early days. We met Kentik at some conference and we thought, "Hey, this looks like a cool product and something that we probably need." So we started a trial and were very happy with the product and we continued using it. We really like that they understood our use case. The people who worked at Kentik back then were people who came from the same background as ours, with CDNs and content delivery.

We were extremely happy with the features; they were exactly what we were after. Back then, one big plus for us was not having to operate our own hardware, like appliances, in data centers. Since we're an internet company, we're not afraid of sending data to the cloud, a process which might concern a bank, for example. It was pretty much a no-brainer to continue using the product.."

PeterCarlsten   Read full review ↗
Area Controller at a computer software company with 5,001-10,000 employees

ROI

Real user quotes about their ROI:

"I'm sure we have data available to show ROI but I don't have it available. Where Kentik is bringing us the most value is in the security realm, in terms of attack prevention, but ROI on that is hard to measure.."

Verified user
Director - Site Reliability Engineering at a media company with 1,001-5,000 employees

Calculating ROI is not a simple formula; it varies on a case-by-case basis. However, in production environments, especially for service providers on IP networks and data centers, Kentik helps in reducing the time to identify and resolve issues. It shortens the investigative cycles and provides the right information for quick resolution. However, improvements could be made with the integration of AI for even better efficiency.

Verified user
BDM at a comms service provider with 11-50 employees

"It's hard to quantify ROI. How do you put the numbers around our use? Anecdotally, we definitely feel we're getting value from it. We are a fiscally conservative organization, and when we've renewed with Kentik it's never even been a question. It's, "Yes, we're renewing.".."

AdamDavenport
Director, Interconnection Strategy at GTT

Read full review ↗

"I can't give you numbers. It's something which is very hard to quantify. I have no idea what the investment is, and how do you calculate the return. Is the return that a salesperson closed a deal that they wouldn't have before? I'm sure somebody could, but beyond "good," I wouldn't know what to tell you about ROI.."

Verified user
Principal Engineer at a comms service provider with 501-1,000 employees

Read full review ↗

"So far, we have seen ROI by going with Kentik through the time savings I already spoke about, with the ability to automate. But there is also ROI just straight up on the cost. It's considerably cheaper, and from what we've found, the data is just as rich. It's a very meaty data point in some of our planning for the future.."

Verified user
Manager, Automation Tools at a computer software company with 1-10 employees

Read full review ↗

"We have seen a return on our investment. We need to have a tool like this and I could just imagine, if we were to look at the engineering team's hours that would need to be spent on writing something — if we wanted to do it ourselves in-house — that the return on investment is from not having to deal with that and maintain that system. And, of course, if we can spot errors fairly quickly… because if you mess up big, it costs a lot of money and fast. It's pretty good to be able to see those kinds of things in almost in real-time. It's been good for us.

We would probably have to spend a couple of hours per week to maintain an in-house tool. It really depends on how big or how complex the solution we would have built would be. But to be on par with Kentik, that would have been a pretty huge task for us to do and maintain.."

PeterCarlsten
Area Controller at a computer software company with 5,001-10,000 employees

[Read full review ↗](#)

Use Case

I have been evaluating Kentik against other tools to see what it can provide differently. Primarily, I have used it for network monitoring, specifically in multi-vendor environments. I have also found it valuable for data center use cases, particularly in troubleshooting network traffic flow problems.

Verified user
BDM at a comms service provider with 11-50 employees

Read full review ↗

"Kentik is used to visualize Internet connectivity, particularly for network connections. It's an "as-a-service" solution.

We have clients such as NTT and KDD, major telecom providers in Japan.."

Satoshi Miura
Marketing Manager at a manufacturing company with 5,001-10,000 employees

Read full review ↗

"We use it almost exclusively for flow data. We use that for a variety of things from network optimization to network capacity to security events, including DDoS protection, etc.

We're using the SaaS version.."

Verified user

Director - Site Reliability Engineering at a media company with 1,001-5,000 employees

"We are using Kentik mostly for synthetic tests, and from one last year, network monitoring as well.

"We are using it for inter DC BGP tests and server monitoring as well.."

Shubham-Saxena

Network Engineer III at Fortanix

"For our purposes, where we're at today, and even in the past, to analyze flows and to pull specific data and understand where our traffic is going to — which AS path — that's primarily the value that I extrapolate from Kentik.

It's mostly on-prem. We do some stuff with GCP and AWS, but it was all primarily licensed-based, based on the number of pieces of equipment we have on-prem that we actually attach it to. We have over 55 edge nodes and about 10 compute nodes.."

JoshNoll
Sr. Network Manager at Netskope

Read full review ↗

"We use it for traffic management. And when we want to set up new locations or a new market with our own CDN, we use it to scope what kind of internet traffic there is and what kinds of connections we should prepare.

We also use it for some alerting and reporting, like if traffic shifts very much on the link or toward a certain ISP. That could potentially tell us that there are problems or something that we should check out.

We're not super-advanced users, but we also use the API in the product. We have some tooling that we've written around these use cases that pulls data from the Kentik database.

We send the dataflow to Kentik, in their cloud. We don't have any software installed on-prem here or in our data centers. As a company, we've always tended toward not having to manage more hardware and software than necessary. We're extremely happy with having it in the cloud and we're not afraid of sending this data to them in the cloud. We pretty much trust them.."

PeterCarlsten   Read full review ↗
Area Controller at a computer software company with 5,001-10,000 employees

Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

The initial setup of Kentik is very straightforward. With proper instructions, you can complete it successfully. Setting it up in lab environments typically takes a few hours.

Verified user

Read full review ↗

BDM at a comms service provider with 11-50 employees

"I wasn't involved in the initial setup, but there is time involved for us to set up the checks for the flow data and to set up the reports. Depending on what someone is setting up, it could take five minutes or it could take a couple of days. It just depends on what they're implementing with it.."

Verified user

Read full review ↗

Director - Site Reliability Engineering at a media company with 1,001-5,000 employees

"The solution is deployed on the cloud.

The time required to deploy the product is something that defects on how big an environment is, okay but I know that even for a small scale business, it may take a few hours.."

Ahmad Mohd Fahmin

Read full review ↗

Consultant at Finther Tecnologica

"The initial setup can be complex. The installation process is unique, based on a container-like environment. While we offer it as a service, some customers choose to deploy it on-premises. In those cases, we replicate the container environment at the customer's site, which requires a thorough installation process. This process may involve configuring the server and potentially programming it.."

Satoshi Miura

Read full review ↗

Marketing Manager at a manufacturing company with 5,001-10,000 employees

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"To some extent, Kentik is easy to use.

"It is easy to setup.

"It is easy to make it better or integrate.

"You can do it by yourself, so I don't find any need for help on setting it up.."

Shubham-Saxena

Network Engineer III at Fortanix

"Back then, the setup was really straightforward. There was not much configuration to be done on our side and then data just magically appeared in the portal.

Our deployment took about a day. We only had a few routers and a few POPs back then. We did the setup in three or four locations, so it was fairly small. Today, everything is completely automated on our side. When we set up new locations, we make sure that all the configuration is done automatically. The only thing we need to do is to go in and add the site in Kentik. Pretty much everything else happens automatically on our end. So there really isn't anyone involved in deploying it, per se.

We didn't really have an implementation strategy.

Given that it's a SaaS solution, it also doesn't really require anybody to work to maintain it or administrate it. We push data in and it goes away after 30 days. On an ad hoc basis, where we need a dashboard or something specific, someone may spend an hour creating that in the tool. That's not really maintenance, it's more our using the product.."

PeterCarlsten

Area Controller at a computer software company with 5,001-10,000 employees

Customer Service and Support

"Technical support has been very excellent. We've had many novel use cases which we've had to send back to them and their response times, and the solutions that they've given us, have always been better than satisfactory. They've met our needs and then some.."

Verified user   Read full review ↗
Manager, Automation Tools at a computer software company with 1-10 employees

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"Tech support is very good. They have a form on their front-end where you can submit a problem request. The cool thing about is it is that it takes a snapshot of the query that's being made so they can immediately see what you're looking at. If you have a problem like, "Hey, why does this graph have this jump here?" they will see that right away, and then you can go back and forth with them. I've been working with them a lot on different issues and I've always had very good support from them.."

Verified user   Read full review ↗
Principal Engineer at a comms service provider with 501-1,000 employees

"We have never used their tech support, so that's probably a very good thing. We have never had any weird problems with the product where we had to file support tickets or anything like that. It's just been smooth sailing for us. I don't know if we've been lucky or if the product is just super-stable.

I run into Kentik people at different conferences around the world, so we usually sit down and talk. We don't spend that much time with our account manager. Since we've been a customer for so long we have met everyone in the company from the early days. So we have pretty good contacts.."

PeterCarlsten   Read full review ↗
Area Controller at a computer software company with 5,001-10,000 employees

"Their tech support is phenomenal. They tell us about an issue before we even get to it.

With the incident that I mentioned in the context of the solution's stability, even before we experienced any issues relating to it, they had already reached out to us and let us know what was going on. They gave us some timelines, and the ongoing communication kept us informed throughout the incident and was able to mitigate any kerfuffle from the executive layer. That can be a giant headache when dealing with those types of situations, but they managed it perfectly and were proactive with their communication and we didn't hear a peep from anyone about it.."

Verified user   Read full review ↗
Director - Site Reliability Engineering at a media company with 1,001-5,000 employees

"Our interactions with their tech support are very good. Response times are generally measured in minutes, which is nice to see. You don't see that very often. They take ownership when we have issues. But it's usually more questions from our side than anything else. They're on it. They actually care, which you don't see very often in customer support areas.

When there is something missing, we are generally able to go to them and work with them on it. Within a reasonable amount of time, it's generally added. At the moment, we've got what we're looking for.

The last issue they helped us with was due to the fact that we do a lot of traffic engineering, especially as it relates to peering. Once we got Kentik we'd say, "Hey this peer is congested. Let's go take a look at what the source addresses are or the destination addresses are so that we can do some traffic engineering around that." They added in a mechanism that allows you to do that whole exercise with the click of one button, which made life for that specific path a whole lot easier.

We communicated that to our customer success rep.."

AdamDavenport
Director, Interconnection Strategy at GTT

Read full review ↗

"The Kentik support team is good.

"If you want me to rate them on a scale, I would give them eight.

"I had a call with the Kentik support team for fifteen minutes, so I'm going to give them eight for now.

"The reason for giving them an eight is that they are good and address our issues.

"They have monthly calls and discuss the product roadmap with us, including what is needed and what is not.

"However, when we are working on some real issues with Kentik, I sometimes feel there's a delay due to the busyness of their teams.

"We faced some outages and were not able to get the desired results from Kentik tools, so that took a little time to resolve.."

Shubham-Saxena
Network Engineer III at Fortanix

Read full review ↗

Other Advice

Kentik is a very decent product, especially at its price point for regions like Latin America. It provides compelling value for its cost and is a good product overall. However, it would benefit from more engineering efforts in sizing to ensure precise approximation. I would rate the overall solution in the range of eight to nine out of ten.

Verified user
BDM at a comms service provider with 11-50 employees

Read full review ⬈

"If there is any integration, it will apply back to the source of information that was creating the delay, for example, a legacy system or because the network's configuration is not correct.

My company has not yet used any AI features of the product, but we do plan to use it in the future.

I recommend the tool to others.

I rate the tool a nine out of ten.."

Ahmad Mohd Fahmin
Consultant at Finther Tecnologica

Read full review ⬈

"Go for it. The other solutions out there just don't compare. It has definitely been worth it for us. Anytime anyone asks us, we definitely recommend it.

We were expecting to be able to see and understand more about our traffic. I don't think any of us thought we would rely on it as much as we now do.

We have looked into making use of Kentik's ability to overlay multiple datasets onto our existing data and it's something we are thinking about. We're just not there yet within our organization.

It gives us visibility into stuff going on in our network but I don't think it necessarily helps uptime. Where it could help uptime is for specific customers when it's DDoS-related. It helps us quickly determine what's going on with DDoS, where we couldn't have before. But for our network, as a whole, it just allows us to see what's going on. It doesn't do anything itself.

It doesn't improve on the number of attacks that we need to defend. The internet is a wild place. With a network of our scale, there is something under attack literally every minute of every day, every day of the year. What it does is allow us to see quickly — immediately — is what is actually going on, and then take actions around that.

I rate it a nine out of 10. We're happy with it.."

AdamDavenport
Director, Interconnection Strategy at GTT

[Read full review ↗]

"We are customers of Kentik.

"Kentik is worth the money to have as a tool.

"We have started using Kentik's AI capabilities.

"We are not using it extensively, but they provided us a demo that was great.

"We need to start using it more frequently, so currently, we know how to use it, but

we are not heavy users yet.

"I would recommend Kentik to other people.

"If someone is looking for a synthetic tool that can also conduct other tests plus network monitoring using SNMP and older versions, and with them coming up with syslog, Kentik is a central tool for the whole monitoring of the infrastructure.

"They can go for it, especially if they are looking for some synthetic tests and want to work with a great team.

"Overall, I would give Kentik nine stars.."

Shubham-Saxena
Network Engineer III at Fortanix

Read full review ↗

"The biggest lesson in using Kentik is that as we continue to use it and learn more, we learn about the use cases that are valuable. Initially, when I came over to the team, we weren't using it to its fullest capabilities. As we started to understand the capabilities and dive in, in specific areas with Kentik engineers themselves for customer success, we learned that we needed to change our thought process a little bit; how we thought about flow logs and what they could provide insight into.

My advice would be to leverage their customer success engineers upfront and don't let them go until you've hit all your use cases. Constantly be in touch with them to understand what some of the forward-thinking ideas are and what some of the cutting-edge use cases are that their other customers might be getting into.

We don't make use of Kentik's ability to overlay multiple datasets, like orchestration, public cloud infrastructure, network paths, or threat data onto our existing data. That is something we're evaluating. We're currently talking with a couple of teams that are moving to AWS, teams that would like to use Kentik to potentially capture VPC flow logs and overlay that with their application

performance data. That is something that is currently on-hold, pending some other priority work. We will probably dive back into that, with that team, around mid-2020.

For maintenance, it requires less than one full-time engineer because it's a SaaS model.

In terms of overall vendor partnership, I'd give Kentik a nine out of 10. They're right up there as one of my best partners to work with, amongst all the contracts that I own. They're very customer-centric. They're always available. There's nothing too small or too big that I can't ask them to help with, and they seem to be willing and able to jump in no matter what. That customer focus — which is a theme across the digital world right now with companies trying to try to do more of that — Kentik does a really good job of embodying that.."

Verified user
Director - Site Reliability Engineering at a media company with 1,001-5,000 employees

"My advice would depend on the network and what your use case is, but I would not underestimate the importance of how easy it is to use. If I were to sell this product to someone else, that's exactly what I would tell them: how easy it is to use. Easy tools get used. If you have a beast of a system where it takes 20 minutes to get the query out, then you're probably not going to use it as much.

The biggest lesson I've learned from using Kentik is that when it's easy to drill down into data, you tend to do it more. We have spotted so many things that we would have never had spotted if this had been a less "real-time-ish" product.

Collecting data is usually very simple, but presenting it in a good way such that people can actually access it and model it as they want, that's the tricky part. Having a tool that is as easy as Kentik is to work with, gives the team motivation to

add more stuff to look at.

We don't use its months of historical data for forensic work. We're using it as a real-time snapshot. You can buy the ability to go back further in time. With our license we only have the 30-day period but we rarely even look at 30 days. We usually look at a week to get the cycle of the traffic peaks that we have when people use our service on the weekends. That usually gives us a pretty good average for a month. Of course, we have other tools that we have built ourselves to do more long-term analysis, if we want to see how our traffic has grown.

We also don't make use of Kentik's ability to overlay multiple datasets, at least today. We probably should look at more of these things. We only use it for traffic management or to get an understanding of our traffic flows from the private CDN. We don't look at any trap detection. We do have a very large Google Cloud installed base where we could potentially use that, but we haven't gotten around to doing it.
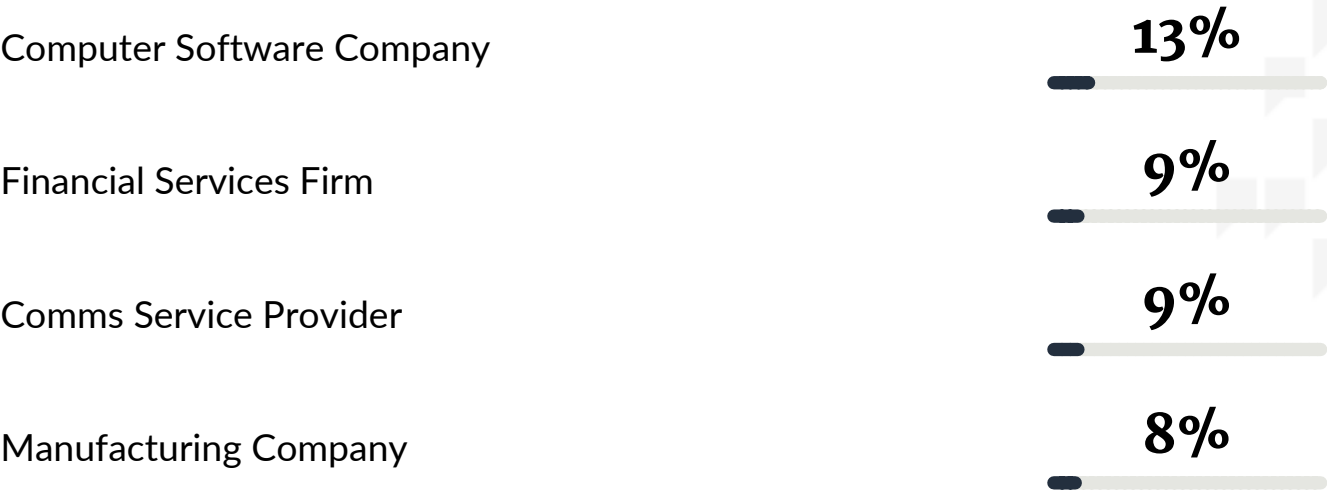
We have eight people who look at Kentik. They're all working in content delivery. We don't expose it to managers or senior managers. Our structure is a bit different than some companies; we try to solve a problem very close to the problem. So it's basically my team that looks at it and they make the decisions. It's not like we have dashboards for managers and things like that. We do have the cost calculations, but we abstract that away by writing our own tooling to get the data out. It's just network engineers and the product managers for the content delivery network who look at it.

I would rate Kentik a strong nine out of 10. There is always room for improvement here and there, but overall, for our use case, it's been working really well. We haven't had any real issues. I could imagine that if you have a bigger, more complex network, you could run into some issues, but we haven't.

I like the fact that they come from the same background as we do and that they understand, at least from my perspective, the content part and what it's all about. They've been very easy to work with and very keen to listen to feedback. I am super-happy with the product.."
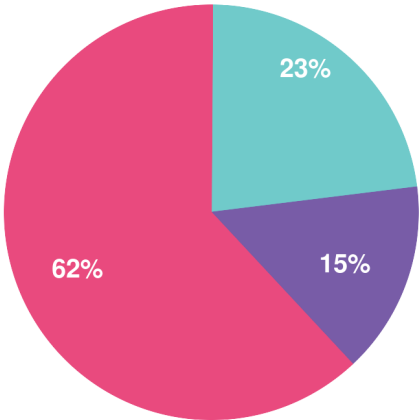
PeterCarlsten
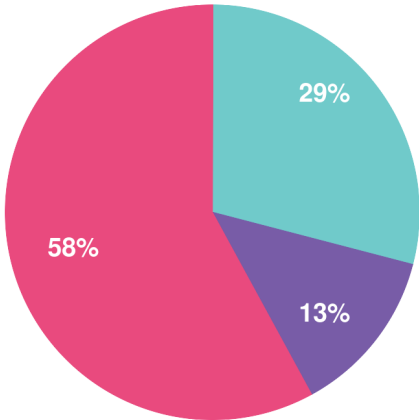
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9%

Comms Service Provider
9%

Manufacturing Company
8%

Company Size

by reviewers

23%

15%

62%

by visitors reading reviews

29%

13%

58%

⬤ Large Enterprise   ⬤ Midsize Enterprise   ⬤ Small Business

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- In-depth reviews, including pros and cons
- Specific information to help you choose the best vendor for your needs

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