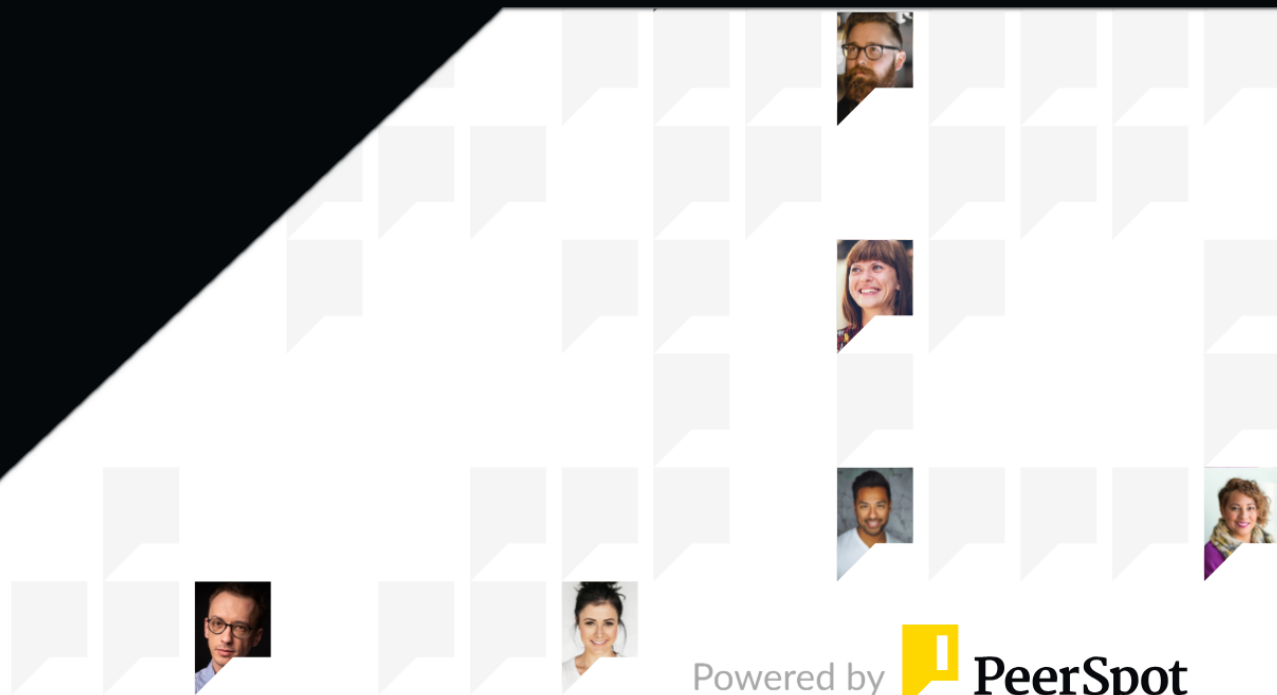


aws marketplace

Kentik

Reviews, tips, and advice from real users



Powered by  PeerSpot

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Product Recap



Kentik

Kentik Recap

Kentik provides real-time visibility into network infrastructure, focusing on monitoring, data visualization, and flow analysis to manage traffic patterns efficiently.

With robust analytics capabilities, Kentik offers insights into BGP peering status, aids in DDoS detection, and allows for detailed telemetry through its intuitive interface. The platform's SaaS nature simplifies operations by eliminating server maintenance concerns. Multi-vendor support and synthetic testing enhance network security and performance by simulating customer scenarios, while its API offers automation for querying and reporting tasks.

What are the key features of Kentik?

- **Real-Time Visibility:** Monitors network infrastructure effectively.
- **Data Visualization:** Offers powerful tools for viewing complex data.
- **Flow Analysis:** Analyzes traffic flow for optimal management.
- **BGP Peering Insights:** Provides in-depth peering status checks.
- **DDoS Alerting:** Notifies about potential DDoS threats.
- **Data Explorer:** Aids in understanding traffic patterns.
- **Synthetic Testing:** Simulates scenarios to enhance security and performance.

What benefits can be found in user reviews?

- **Automation:** Users value the flexibility of its API for automating tasks.
- **Ease of Use:** SaaS model streamlines user engagement, eliminating server maintenance.
- **Flexibility:** Report customization and query settings are highly appreciated.
- **Enhanced Observability:** Telemetry and multi-vendor support increase oversight.

Industries implement Kentik for network monitoring, traffic management, and flow data analysis across both on-prem and cloud setups. It proves valuable for detecting DDoS events, managing peering relationships, and optimizing costs, besides managing CDN configurations and performing synthetic tests in diverse environments.

Valuable Features

Excerpts from real customer reviews on PeerSpot:



“Kentik has had a high positive impact on my organization; besides the cost reduction, it has been possible to perform troubleshooting more effectively, and also regarding DDoS-related attacks.”



Gcecilio

Network Engineer at a media company with 51-200 employees



“Compared to PRTG, Kentik's real-time network monitoring features are definitely superior.”



Theeni Rajendran

Epicor Engineer at Sunway Group



“I can say that I am so happy with this platform because it is very useful for us.”



Daniel A Júnior

Telecomm Analyst at a tech company with 11-50 employees



“Kentik has had a positive impact on my organization in terms of our network visibility because we leave our dashboard on a display screen, where the entire engineering team can see it.”



Dmartins Martins

Network Analyst at a comms service provider with 501-1,000 employees



“Kentik has positively impacted the organization by providing greater control over certain subjects and enabling monitoring of current traffic.”



Leonardo Miquelini

Network Engineer at a comms service provider with 51-200 employees



“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

What users had to say about valuable features:

“The best features Kentik offers are the Kentik probes, synthetic tests, dashboards, and metrics. For example, a metric can be configured inside an interface so that when the metric falls below one gigabit, an alarm is received indicating that traffic is decreasing or increasing, which provides considerable assistance.

“Kentik has positively impacted the organization by providing greater control over certain subjects and enabling monitoring of current traffic. This allows for better understanding of whether there is a critical ongoing case related to incoming traffic, such as a DDoS event, which is crucial for a service provider dealing with numerous customers..”

Leonardo Miquelini

Network Engineer at a comms service provider with 51-200 employees

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“From Kentik's traffic analysis features, I can identify my top talkers because I can configure flow information and see where my BGP peers are going. That is the main top insight I can obtain from Kentik.

Kentik's custom dashboards have been useful for decision-making. I can adjust them however I want and tailor them to my needs.

Compared to PRTG, Kentik's real-time network monitoring features are definitely superior. Everything is presented in graphs, which makes it easier to monitor and read. The user interface is also user-friendly..”

Theeni Rajendran

Epicor Engineer at Sunway Group

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“The best features that Kentik offers, in my opinion, include the volume of the package traffic in the network. It is able to solve the problem the first time and has collaborated with the communication that we have, the boundary that shows us the internal and the external traffic. It is so great for all of the companies that need monitoring for package traffic using Kentik.

“Kentik has positively impacted our organization because when something happens, we use Kentik to analyze the problem and it brings us a faster solution to the problem, and the troubleshooting is clearer. I can say that it is so great for our network, and we use this platform in our network every day..”

Daniel A Júnior

Telecomm Analyst at a tech company with 11-50 employees

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“The best features that Kentik offers include a comprehensive monitoring system enhanced by artificial intelligence.

“What I appreciate about the artificial intelligence in Kentik is that it consults real-life information from our devices, which is very useful because it can correlate that information against the historic information received via SNMP to reach conclusions very quickly during troubleshooting sessions.

“Kentik has positively impacted my organization significantly, as it serves as our main monitoring system.

“It has improved troubleshooting time on incidents considerably and has also enhanced the process of root cause analysis..”

Verified user

Network Engineer at a computer software company with 1,001-5,000 employees

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“The best features that Kentik offers are the traffic visibility, the dashboard, and the flows that we can change, if we want to see them in pie chart format, in graphs, or just as reports. I think that is a very important part of the tool.

“This visualization flexibility helps in my day-to-day work because I can make faster decisions and identify problems, precisely because the dashboard is easy to use and very clear. The reports and graphs are also very important for presenting to the company's board.

“Kentik has had a positive impact on my organization in terms of our network visibility because we leave our dashboard on a display screen, where the entire engineering team can see it. Any possible attack we already know about immediately, even before logging into the router or receiving a message from the client. I think it was very important for our SLA, so to speak. With the query that we leave on our main screen, anyone just by visually looking at the screen can check if something is in red, if it is under attack..”

Dmartins Martins

Network Analyst at a comms service provider with 501-1,000 employees

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The best features that Kentik offers are the ability to identify traffic end-to-end and to know which transit is used, if it goes through any other transit, to see the entire flow, from the subscriber to the content provider and vice versa, from the content provider to the subscriber.

I can also determine whether it is symmetric or asymmetric traffic, and if it goes through any provider that has some kind of bottleneck. That is very important.

“Regarding the security part, which is also possible to handle through Kentik, you can configure it in a way that makes the network more secure and reduces the amount of dirty traffic or attacks received.

“Kentik has had a high positive impact on my organization. Besides the cost reduction, it has been possible to perform troubleshooting more effectively, and also regarding DDoS-related attacks.

“In addition to cost reduction, we had a more reliable connection. Since the moment we identified that it was possible to have a direct connection with content providers like CDN77, Cloudflare, and Akamai, we established a direct connection there through a PNI with these content providers, making the network less dependent on an IP transit provider..”

Gcecilio

Network Engineer at a media company with 51-200 employees

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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

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“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

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“I switched to Kentik because my previous license was expiring, and I was looking for a better solution or something comparable. I found that Kentik seems to provide more features and has an artificial intelligence troubleshooting agent that could help diagnose issues.

PRTG had a counteroffer with another solution they were working on, but I decided to proceed with Kentik..”

Theeni Rajendran

Epicor Engineer at Sunway Group

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“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

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 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:

Regarding return on investment, we see the bandwidth used. If we had, for example, a contracted capacity from Vivo of 50 GB and we were using 40, with Kentik we reduced this usage from 40 to 20. The amount paid for the committed bandwidth dropped from 40 to 20.

Gcecilio

Network Engineer at a media company with 51-200 employees

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“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

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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

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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? Anecdotal, 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

[Read full review](#) 

Director, Interconnection Strategy at GTT

“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[Read full review](#) 

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

“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[Read full review](#) 

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

Use Case

My main use case for Kentik is to analyze which traffic is using IP transit so we can request a bilateral connection or a PNI with the content provider, thus reducing the cost of transit.

Gcecilio

Network Engineer at a media company with 51-200 employees

[Read full review](#) 

“I'm using Kentik for my own internal use. My primary use case is to monitor our equipment and to get a more detailed view of where our inbound and outbound traffic is going..”

Theeni Rajendran

Epicor Engineer at Sunway Group

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“My main use case for Kentik is to monitor traffic, analyze bandwidth utilization, identify congestion, analyze ASNs, and also for DDoS attacks. For example, we create on the dashboard a folder within the library, in a library, so to speak, our own, for the internal network, with shortcuts all ready. Our query is based only on the interface of our router or the client's ASN..”

Dmartins Martins

Network Analyst at a comms service provider with 501-1,000 employees

[Read full review](#) 

“My main use case for Kentik is as a network monitoring system and flow analysis tool.

“A specific example of how I use Kentik for network monitoring is monitoring devices or services that go down and BGP neighbors.

“Another main use case with Kentik is config backup..”

Verified user

Network Engineer at a computer software company with 1,001-5,000 employees

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“My main use case for Kentik involves performing general analysis and checking the connections about BGP. When we have traffic in our network or about our downstream that we have in our network, we make decisions about this platform using Kentik. With that analysis, we make decisions to solve the problem using the metrics that we have there.

“I can give a quick specific example of how I have used Kentik to solve a problem: I use this platform when we solve the problem with port 53 when we have a DNS amplification in our network, or some DDoS happening in our network, directed to our clients that we have in our network. We are able to observe this situation if we see the amplification of the packets. If we have larger packets directed to our clients, we make the decision to solve this problem by rerouting the traffic to our products for the scrubbing center that we have in our network.

“I have something to add about my main use case with Kentik. I appreciate the facilities that we have to observe this information and how smoothly this platform runs. It is easy to use and does everything to maintain our network health all the time. I can say that I am so happy with this platform because it is very useful for us..”

Daniel A Júnior

Telecomm Analyst at a tech company with 11-50 employees

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“Kentik is typically used for troubleshooting and investigating flows that require detailed analysis. The primary use case involves troubleshooting traffic across the network to understand its origin and destination, which allows for better comprehension of inbound and outbound traffic within the network.

“For example, when a customer complains about increased usage on their circuits, Kentik enables investigation into which ASN or prefix this new traffic originates from. The available dimensions can be filtered according to the specific ticket and investigation being conducted, allowing investigation into whether the traffic is new to a new ASN or from a new customer. Kentik displays exactly what is needed and wanted for each investigation.

“Dashboards are maintained for monitoring DDoS events, and probes can be used to run tests when not working to gather data, which proves beneficial. There are cases where customers report packet drops at specific destinations during peak times. A probe can be created using a source from the network to test this destination, providing data to demonstrate that traffic moving through the network is not experiencing drops and that the problem may exist with the returning path..”

Leonardo Miquelini

Network Engineer at a comms service provider with 51-200 employees

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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.

Kentik is a tool that helps a lot in day-to-day operations, especially in the first few months, where if the idea is cost reduction, this benefit is quite evident during the first months.

Gcecilio[Read full review](#) 

Network Engineer at a media company with 51-200 employees

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

“The initial setup with Kentik was straightforward. With the guides from my account manager, the setup was simple. The guides they provided were easy to follow..”

Theeni Rajendran

Epicor Engineer at Sunway Group

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“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

Consultant at Finther Tecnologica

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“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

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

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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

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

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

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“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

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“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

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Other Advice

“My advice for others looking into using Kentik is that it is a very advanced monitoring solution, much more advanced than open source solutions. It is not cheap, but the features it provides are truly worth the investment. I would rate this product an 8 out of 10..”

Verified user

Network Engineer at a computer software company with 1,001-5,000 employees

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“My advice to other people who are thinking about using Kentik is that it is a very good tool, but I recommend dedicating more time to getting familiar with the tool because, as I mentioned earlier, I think it is a bit difficult for a junior analyst. I gave this review a rating of eight..”

Dmartins Martins

Network Analyst at a comms service provider with 501-1,000 employees

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“I need five administrators for Kentik. Regarding the pricing, I'm not thoroughly versed in it because my sales representative handled that aspect. Based on my understanding, I believe it's worth the price.

I had communication with Kentik's technical support through a WhatsApp group.

I rate my overall experience with Kentik as a product at nine out of ten..”

Theeni Rajendran

Epicor Engineer at Sunway Group

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“I rate Kentik with a 10.

“I choose 10 as my rating because I love this rating for Kentik: I think this platform is super smooth, super soft, and easy to use. We do not lose our time trying to discover another new feature. We know that Kentik offers, more naturally, what we need to solve our problem. Because of that, I imagine this platform is great and the 10 rating is honest. My overall review rating for Kentik is 10..”

Daniel A Júnior

Telecomm Analyst at a tech company with 11-50 employees

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“A significant case involved Kentik sharing the current traffic level, which helped determine whether high traffic was due to a significant event within a customer's network or if traffic was lower than expected. The metrics provided considerable assistance, allowing for the creation of a metric inside a specific interface configured on the device to send an alarm when traffic decreases, particularly for VIP customers where closer monitoring is essential.

“For others considering using Kentik, it would be beneficial to understand more about the dimensions when investigating a case or traffic, as the dimensions inside Network Explorer are very useful and powerful for investigating the details of each traffic within the network. The review rating for Kentik is 8 out of 10..”

Leonardo Miquelini

Network Engineer at a comms service provider with 51-200 employees

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We are able to check the utilization of aggregated interfaces and be alerted based on the threshold that is configured, for a possible capacity upgrade or to perform some troubleshooting.

For example, [CDN77](#) is a streaming platform that was consuming more than 20 GB through Globenet's transit. From the moment we identified that it was high and paid traffic through a transit provider, we were able to contact this streaming provider, establish a PNI, and reduce transit consumption by 20 GB.

“I advise others who are thinking about using Kentik to use the tool for cost reduction at first. In a second moment, if they do not have any security tool, they should implement Kentik, because it is possible to block a large attack using only the tool without needing to do a cleanup or clean pipe at that first moment. I would rate this product an 8 out of 10..”

Gcecilio

Network Engineer at a media company with 51-200 employees

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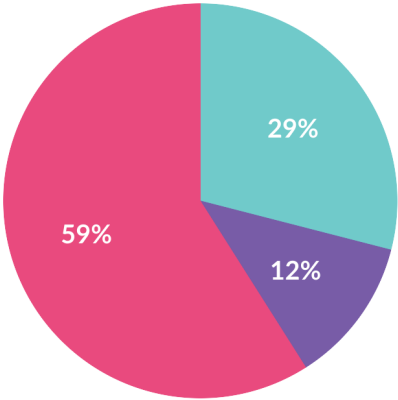
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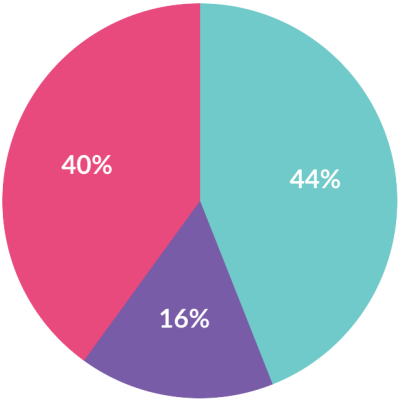


Company Size

by reviewers



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Large Enterprise Midsized Enterprise Small Business

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