

Customer Data Extraction Options

In order to provide contracted services including network analytics, visualizations, detection and other capabilities, the Kentik Platform collects telemetry from customer network devices and infrastructure. These data sources include flow data, BGP routing data, SNMP and others.

The customer data collected by Kentik remains the property of the customer. This document is designed to outline the methods customers may use to retrieve their data from the Kentik Platform in advance of the termination of contracted services.

1. Kentik Firehose

Kentik Firehose provides a configurable real-time streaming data source which combines customer network telemetry with Kentik enrichments. Firehose output supports multiple output formats (JSON, NetFlow, AVRO, InfluxDB line protocol, Prometheus endpoint) and can be delivered to multiple destination types (.Net, Kafka, Kentik, stdout, file, New Relic, HTTP, Splunk).

Because Firehose is a real-time streaming data delivery mechanism, it does not provide access to stored, historical data. Instead, customers will need to set up Firehose in advance so they have an archive with the required data history at the time of contract termination. For example, customers who would like to retain a 90 day archive of telemetry data will need to configure Firehose at least 90 days before contract termination.

For more information please see the [Firehose Solution Brief](#) or the [Using Kentik Firehose](#) article in the Kentik Knowledge Base.

2. Aggregate Data

Customers can use the Kentik web UI or API to access aggregate time-series data for any network objects (devices, sites, interfaces, IPs, ASNs, etc.) that they wish to retain. Via the web UI, customers can use the [Network Explorer](#) or [Data Explorer](#) to access the time-series visualizations or tables of interest and then export these as PDF or CSV data.

Customers may also programmatically access time-series visualizations or table data via the Kentik API. The Kentik Data Explorer provides [example API calls](#) for any query and [additional documentation for the Query API](#) is available in the Kentik Knowledge Base.

3. Raw Flows

The Kentik Query API can also be used to access raw, enriched flow records using the [Query SQL method](#). Data from the SQL method in the Query API is returned as JSON objects. There are limits on the number of records returned per API call, as well as limits on the frequency of API calls. See the [API Rate Limiting](#) topic in the Kentik Knowledge Base for more information. Due to these limits, it may take an extended period of time for customers to retrieve raw flow data from the Kentik platform depending on the volume of data stored.