Kentik Products and Services Overview

Introduction

Thank you for partnering with Kentik to help solve your network monitoring needs. This document will provide an overview of the Kentik service that your organization may have purchased from us and details around product delivery, security, and pricing. If you have any questions, please feel free to reach out to your account manager or sales@kentik.com.

Kentik Platform Overview

The Kentik platform provides visibility for your network infrastructure, including private networks, cloud, data center, and internet. Kentik helps network operators plan, run and fix their networks. Leading organizations use Kentik for network performance monitoring, troubleshooting, problem detection, capacity planning, peering and interconnect analysis, traffic engineering, DDoS detection and mitigation, and network cost analytics.

Kentik capabilities include:

Corporate Network Monitoring: Enables identification and troubleshooting of private networks, cloud and hybrid networks, WAN and SD-WAN, VPN tunnels, and the internet.

Public and Hybrid Cloud Monitoring: Provides visualization, mapping, and troubleshooting for public cloud and data center networks. Helps users understand application performance and network dependencies. Unveils traffic patterns that may increase costs, reduce performance and create security vulnerabilities.

Synthetic Monitoring: Proactively monitors network conditions that directly impact user's digital experience. Displays SaaS application performance, public cloud performance conditions, and BGP route status. Allow for monitoring of SLAs.

Edge and Internet Analytics: Monitors traffic to and from the internet and costly paths, shows BGP routes, and enables performance optimization. Helps ensure that user and application traffic is on the correct transports and adequate network resources are available to avoid congestion. Assists service providers optimize costs and peering relationships.

Network Troubleshooting: Provides the ability to query and chart network telemetry data. Users can filter by hundreds of metrics and dimensions to accurately pinpoint the source of issues. Identifies applications, users affected, root causes, and remediation paths.

Insights & Alerting: Surfaces emerging network events before impacting customers. Provides auto-detection and intelligent alerting. Reduces alert fatigue with embedded analytics and streamlined prioritization.

DDoS Defense: Accurately detects DDoS attacks. Triggers user-defined automatic mitigation actions, including RTBH, Flowspec routing actions, and mitigation via special gateways or external services. Enables understanding of attack characteristics and knowledge of the network impact.

Capacity Planning: Ensures the network has the adequate capacity to handle current and expected traffic. Automates data analysis to detect capacity issues and predict future growth. Prevent traffic congestion that impacts applications and users.

Network Cost Analytics: Determines how customers, applications, and internal departments are utilizing high-cost resources. Enables understanding of the overall network spend drivers.

Kentik Products and Delivery

Kentik's primary deployment model is SaaS. We also offer an option to deploy on-premises for organizations. Network telemetry data is gathered and secured in Kentik's data platform. The data is organized and explored through different queries. A basic set of pre-defined queries are provided through the Kentik web portal. Customers have the option to create custom queries that can organize results for a wide variety of use cases and workflows. The query results can be graphically displayed or provided through tables, lists, grids, and a wide variety of display options. Dashboards can be customized and saved in a library or shared with other users.

Network Telemetry

The key mechanism used by Kentik to develop network analytics is through collecting network telemetry data. Network telemetry data is routinely made available by devices in the user's networks. The data is delivered in a wide variety of formats and protocols.

The Kentik platform ingests data that can be sent directly, via proxy agents, or via private network interconnects to your network devices. All data transmitted from customer systems is encrypted prior to transmission, encrypted in transit. Finally, all data received at Kentik Network Observability Platform system is encrypted at the hardware level. Network telemetry data is correlated, stored, and aggregated at presentation time via Kentik's web-based portal, REST API, or raw data stream. All data presentation and outputs provide a single pane of glass view into the customer's network infrastructure and data.

Data Platform Locations and Personally Identifiable Information

All data received from customers is stored in US-based data centers, primarily in the Equinix facilities located in Virginia. Should users require, data may be stored in our Frankfurt Germany data center. The data Kentik receives is not typically classified as Personally Identifiable Information. It is composed of NetFlow, SNMP, and synthetic test result data.

A complete overview of the data elements transmitted during flow sessions are detailed at: https://kb.kentik.com/Ab02.htm#Ab02-About_Flow.

Data Security

Kentik has adopted the NIST 800-53 framework as the basis for its information security and privacy program. All data that Kentik stores from customers are encrypted at rest to FIPS 140-2 standards and optionally encrypted in transit. We perform penetration tests quarterly, and all data center locations that Kentik operates in are SOC2 and ISO 27000-certified.

If a security breach occurs, Kentik is insured for security and operational losses. All affected customers are notified using email and a message banner in the Kentik portal within 72 hours. An in-depth overview of the security of our products can be viewed here: https://www.kentik.com/pdfs/KentikSecurityOverview.pdf.

Pricing and Packaging

Kentik's pricing model is an annual subscription consisting of a platform fee, offered in two packages, Pro and Premier, with different tiers of features, and a license fee for data sources that send data to the platform. The base packages provide reasonable capacity in terms of the quantity of data gathered and its retention. By default, Kentik offers 45 days of full data-set retention and 120 days of fast data-set retention. Data retention can be contractually extended if desired. We offer add-ons for flows coming from data center devices (FlowPaks), flow logs from cloud providers (CloudPaks), and synthetic tests (SynPaks). For details on Kentik Pro and Premier, please visit the following page: https://www.kentik.com/product/plans-pricing/.