



Hardware Sentry KM

Hardware Sentry KM brings comprehensive, vendor-agnostic hardware monitoring into **BMC Helix Operations Management**.

It consolidates health and performance metrics from servers, storage devices, network devices, SAN switches, tape libraries, and UPS systems—regardless of vendor, model, or generation—into one unified monitoring platform.

Hardware Failures Put Service Availability at Risk

Applications and operating systems can appear healthy even when the underlying hardware is already deteriorating. A failed fan, power supply, disk, memory module, or network adapter may not immediately interrupt a service. However, it can eliminate redundancy, degrade performance, and leave the system vulnerable to a second failure.

Across an infrastructure of 1,000 typical servers, a model based on common component failure rates estimates approximately **373 hardware failures every year**. Without proactive monitoring, these problems can remain undetected until they cause an outage or complicate incident resolution.

Monitoring this physical layer consistently is difficult. Each manufacturer exposes hardware health through different agents, APIs, MIBs, protocols, and management interfaces. These mechanisms may even vary between product lines and hardware generations.

The result is **fragmented coverage, multiple vendor-specific tools, and critical blind spots** beneath business services.



Unify **Hardware Monitoring** Across Your Infrastructure

Hardware Sentry KM eliminates the need to rely on separate, manufacturer-specific tools by providing a single solution for monitoring heterogeneous infrastructure.

It normalizes hardware information across vendors, models, and generations, ensuring consistent monitoring throughout the data center. Operations teams can manage hardware monitoring through their existing **BMC Helix** environment and correlate physical issues with the applications and services that depend on the affected equipment.

This vendor-agnostic approach eliminates fragmented coverage and provides visibility into the hardware layer often missed by application and operating system monitoring. Teams can **detect emerging problems, assess their potential impact, and act before component failures disrupt service availability.**

What Sets **Hardware Sentry KM** Apart

Deep Hardware Visibility

Continuously monitor critical components including disks, fans, power supplies, RAID controllers, thermal sensors, network adapters, GPUs, and more.

Standardized Monitoring

Monitor heterogeneous infrastructure through one solution. 100+ platforms supported, from legacy to the latest hardware generations.

Detailed Diagnostics

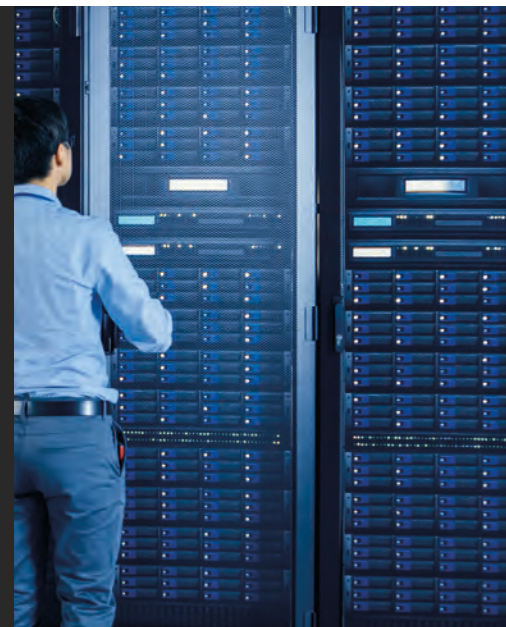
Quickly identify and locate faulty components with precise information such as model, serial number, part number, FRU number, and chassis location.

Native BMC Helix Integration

Configure monitoring policies, visualize hardware health, and manage alerts directly through BMC Helix Operations Management.

Supported Platforms

Hardware Sentry KM supports more than **100 hardware platforms**, from legacy UNIX servers to modern GPU-accelerated systems. Supported vendors include Cisco, Dell EMC, HPE, IBM, Hitachi, Lenovo, NetApp, Pure Storage, Huawei, Oracle, and many others.





Proven Results

A leading North American telecommunications provider consolidated hardware monitoring across thousands of servers previously covered by three vendor-specific tools. Following implementation, the organization achieved:



99,5%

Monitoring Coverage



+70%

Team Productivity

What You Gain

Increase Uptime

- ✓ Detect hardware failures early through continuous, proactive monitoring.
- ✓ Resolve incidents faster with precise diagnostics and detailed device information.
- ✓ Eliminate hardware blind spots across your heterogeneous infrastructure.

Reduce IT Costs

- ✓ Use a single product to monitor hardware across vendors.
- ✓ Lower support costs and reduce incident resolution time with clear, actionable diagnostics.
- ✓ Avoid vendor lock-in and strengthen your position when negotiating hardware and support contracts.



SENTRY
SOFTWARE



bmc helix

Recognition



**BMC MarketZone
Partner of the Year**

2025

Recognized for leadership, innovation, and delivering the trusted monitoring foundation powering successful BMC Helix deployments worldwide.

20+

**years of IT infrastructure
monitoring expertise**

100,000+

**systems monitored
worldwide**

**Trusted by
Organizations
Worldwide**

aramco



COMMERZBANK

esa

الإتقاد
ETIHAD



stc

Telia

Wegmans



Ready to Extend Your BMC Helix Monitoring?

Request a tailored demonstration or proof of concept to see how **Hardware Sentry KM** can address your infrastructure monitoring requirements.



About Sentry Software

Sentry Software develops solutions that extend BMC Helix with deep visibility into hardware, storage, and custom technologies. Organizations across industries rely on Sentry Software to monitor heterogeneous infrastructure, optimize storage resources, and reduce operational complexity.

Learn more: sentrysoftware.com



About BMC Helix

BMC Helix is an enterprise software company specializing in IT service and operations management. Its solutions help organizations manage IT services, monitor complex environments, automate workflows, and use AIOps and agentic AI to improve operational efficiency and service availability.

Learn more: helixops.ai