



SENTRY
SOFTWARE

Monitoring Studio X

Monitoring Studio X extends monitoring to applications, systems, and devices without coding and simplifies agent management and troubleshooting in BMC Helix environments.

Gaps in Monitoring Coverage. Limited Agent Control.

A single monitoring solution rarely covers every application, system, and device in an infrastructure. Operations teams must often develop custom scripts or modules to fill these gaps. Each requires testing, documentation, and ongoing maintenance, **increasing the workload and slowing the rollout of monitoring.**

Once monitoring is in place, teams need the **tools to keep it running effectively.** Day-to-day agent management and troubleshooting require direct access to agent activity, configuration, and diagnostics. **Without suitable tools, identifying and resolving monitoring issues is challenging and time-consuming.**



Extend **Monitoring Coverage**. Simplify **Agent Operations**.

Monitoring Studio X fills gaps in **BMC Helix** monitoring through configurable templates, allowing teams to cover additional technologies without developing custom scripts or modules.

It also provides direct access to agent activity, configuration, metrics, and events, making it easier to manage **BMC Helix Agents** and diagnose monitoring issues. Teams spend less time troubleshooting and can keep their monitoring running effectively.

What Sets **Monitoring Studio X** Apart

Monitoring without coding

Configure monitors to collect health and performance data from additional technologies.

Configurable alerts

Set thresholds and alert actions to match the monitored technology and operational requirements.

Reusable templates

Define monitoring once and apply it to multiple hosts.

Integrated troubleshooting tools

Interact directly with PATROL Agents through the Web interface or REST API, and access logs and debug files.



What You Gain

Close Monitoring Gaps

- ✓ Bring additional applications, systems, and devices into BMC Helix and reduce reliance on separate monitoring tools.

Detect Operational Problems

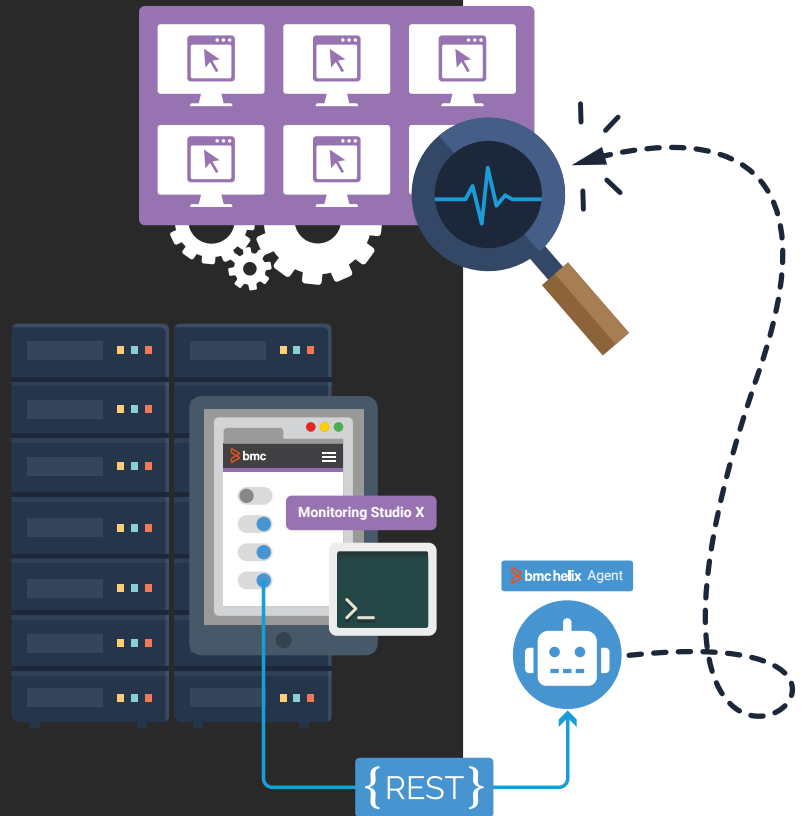
- ✓ Identify health and performance issues through alerts tailored to the monitored technology.

Troubleshoot Faster

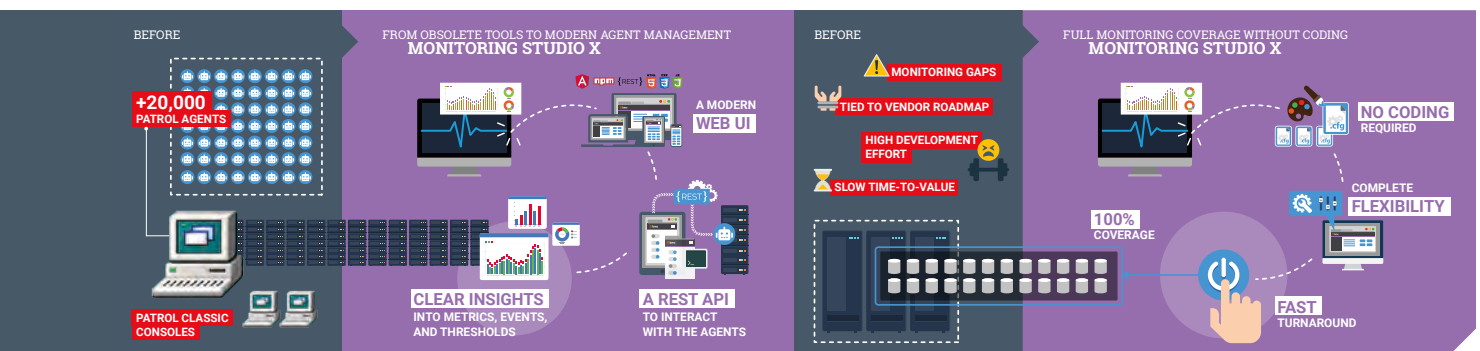
- ✓ Diagnose monitoring issues with live agent information, logs, and diagnostic tools.

Reduce Maintenance Effort

- ✓ Reduce the need to develop and maintain custom monitoring scripts or modules.



Proven Results



Modernizing Management of 20,000 Agents

One of the world's largest telecom operators replaced its PATROL Classic Consoles with **Monitoring Studio X** to manage over **20,000 PATROL Agents** as it moved to BMC Helix, avoiding an estimated **32 person-years** of effort for a full overhaul.

32
person-years of effort avoided

Monitoring Unsupported Storage Systems

A major international telecom provider used **Monitoring Studio X** to create, test, and deploy monitoring templates for mission-critical storage systems without native monitoring support. The team achieved full coverage for these storage systems and can adapt the templates as its needs evolve.

From requirements to production in less than **15** person-days

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



Ready to Extend Your BMC Helix Monitoring?

Request a tailored demonstration or proof of concept to see how **Monitoring Studio X** can extend your **BMC Helix** monitoring across your environment.



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