



Sentry Bundle for BMC Helix Operations Management

Sentry Bundle extends the power of **BMC Helix Operations Management** with vendor-agnostic monitoring across hardware, storage, and custom technologies. By bringing comprehensive infrastructure insights into BMC Helix, it helps operations teams detect risks earlier, troubleshoot incidents faster, and manage heterogeneous environments within one unified platform.

Critical Infrastructure Layers Left in the Dark

Modern observability platforms provide deep visibility into applications and operating systems but often overlook the **server hardware** beneath them. Yet every workload depends **on physical components that can fail**, and **monitoring them consistently across vendors, platforms, and generations remains complex**.

Storage is another major **blind spot**. In complex, multi-vendor SAN environments, **capacity shortfalls, latency spikes, and hardware failures** can remain hidden until they affect application performance, service availability, or data access.

Monitoring operations also become more difficult as environments grow. IT teams must **manage countless agents** and **develop custom scripts** to cover technologies that are not supported out of the box.

At the same time, observability is rapidly moving toward **OpenTelemetry, unified telemetry, and AIOps**. IT teams need to embrace these capabilities without abandoning their BMC Helix environment or rebuilding the monitoring processes they already rely on.

Bring Comprehensive Monitoring to Your **BMC Helix Stack**

The Sentry Bundle brings together four complementary solutions to close these monitoring gaps within **BMC Helix Operations Management**.

Hardware Visibility

Monitor the physical foundation beneath every workload.

- ✓ Detect failures across disks, fans, power supplies, RAID controllers, thermal sensors, network adapters, GPUs, and more.
- ✓ Standardize monitoring across 100+ platforms and leading vendors.
- ✓ Use established protocols such as SNMP, IPMI, REST, WMI, and WBEM.

Hardware Sentry KM
or **MetricsHub**

Storage Insight

Reveal performance and health across complex SAN environments.

- ✓ Continuously monitor Enterprise storage.
- ✓ Identify bottlenecks before they affect application performance or service availability.
- ✓ Receive early warnings of failures, degradation, and capacity risks.

Storage Analyzer KM
or **MetricsHub**

Agent Management

Simplify agent operations and extend monitoring coverage.

- ✓ Configure, visualize, and interact with BMC Helix Agents through a modern Web UI or REST API.
- ✓ Accelerate day-to-day administration and troubleshooting.
- ✓ Bring monitoring for diverse and custom technologies into BMC Helix.

Monitoring Studio X

Next-Gen Observability

Bring OpenTelemetry to BMC Helix.

- ✓ Collect vendor-neutral metrics across legacy and modern infrastructure.
- ✓ Standardize metrics using OpenTelemetry semantic conventions for easier querying, dashboarding, and alerting.
- ✓ Extend monitoring across servers, networks, storage, databases, and applications.

MetricsHub





How Sentry Bundle Fits into BMC Helix

Hardware Sentry KM, Storage Analyzer KM, and Monitoring Studio X integrate natively with **BMC Helix Operations Management**. Supported versions are available through the BMC Helix repository, allowing teams to create and deploy packages, configure monitoring policies, and visualize results within BMC Helix. This out-of-the-box integration reduces setup effort and accelerates time to value.

MetricsHub Enterprise complements these native integrations with scalable, OpenTelemetry-based metrics collection. Deployed separately, it remotely monitors heterogeneous infrastructure and converts vendor-specific data into standardized metrics. The collected metrics are sent to **BMC Helix Operations Management** through the **BMC Helix Exporter**.

Once configured, the four solutions bring detailed infrastructure metrics and operational context into **BMC Helix**, providing a unified and consistent view across the entire environment.

What You Gain

- ✓ **Increase Uptime**
Detect hardware and storage failures or degradation before they affect applications and services.
- ✓ **Troubleshoot Faster**
Identify root causes with precise diagnostics and detailed device information.
- ✓ **Reduce IT Costs**
Consolidate vendor-agnostic infrastructure monitoring within BMC Helix and reduce tool sprawl.
- ✓ **Modernize Observability**
Adopt standardized OpenTelemetry metrics while preserving your existing BMC Helix environment.
- ✓ **Extend Monitoring Coverage Faster**
Reduce the need to develop and maintain custom monitoring scripts or modules.
- ✓ **Maintain Seamless Monitoring**
Troubleshoot monitoring agents through a modern Web interface with direct access to logs and debug files.



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 the Sentry Bundle 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