

# BMC ACQUIRES NETREO



## Enhancing the BMC Helix Observability and AIOps solution with application and network management capabilities

It is my pleasure to welcome the [Netreo](#) team to BMC. Netreo is a software company that helps organizations deliver digital experiences through real-time visibility into performance and availability of applications deployed in the cloud, on-premises, and within hybrid networks and infrastructure.

## Full-stack open Observability and AIOps on the BMC Helix platform

The acquisition marks a strategic leap forward for BMC as Netreo products will accelerate our OpenTelemetry-based observability capabilities and enhance the full-stack, open BMC Helix Observability and AIOps solutions with Network Performance Monitoring and Diagnostics and [application performance management](#) capabilities. The combined power of the BMC Helix platform and Netreo solutions provides IT Operations, DevOps practitioners, developers, and network teams with comprehensive insights spanning applications, infrastructure, and networks, helping them increase the overall reliability and performance.

Netreo's strong presence within developer and DevOps teams, coupled with standards-based OpenTelemetry tracing (including logs and metrics), positions BMC to effectively lead the observability segment, facilitating deeper visibility into modern microservices-based applications. In addition, Netreo's approach to network performance and diagnostics is noteworthy, extending beyond conventional methods such as SNMP, NetFlow, and sFlow to incorporate API-based insights from network elements alongside SD-WAN monitoring. As a result, networking teams can deliver

new network services, increase customer satisfaction, and maximize overall network performance.

Expanded Observability and AIOps add even more value to BMC ServiceOps, which includes industry-leading service management capabilities. It enables teams to predict incidents and disruptions from changes and continuous releases, helping customers reduce risk while accelerating innovation.

We are excited to offer our customers full-stack, open observability and AIOps to increase reliability and performance of their entire IT environments. Building on top of our ServiceOps, innovative AI and ML technologies such as the BMC HelixGPT solution, BMC is uniquely positioned to help enterprises transform the way they deliver critical services, helping them prevent incidents, and accelerating their journey to becoming an Autonomous Digital Enterprise.

Jasmin Young, CEO of Netreo, is excited to join forces with me at BMC. We share excitement about seeing Netreo's observability vision come to fruition within the BMC family as both organizations have bold plans for observability, AIOps and applying machine learning across the portfolio.

With this acquisition, at BMC, we continue to accelerate our focus on investing in strategic innovation and technologies that drive IT and digital transformation, furthering the adoption of machine learning and observability across the enterprise.

Netreo offers both on-premises and SaaS solutions. To learn more about Netreo, follow [www.netreo.com](http://www.netreo.com), and to learn about the BMC Helix Observability and AIOps solution, follow [www.bmc.com/it-solutions/bmc-helix.html](http://www.bmc.com/it-solutions/bmc-helix.html).