



# Professional Services for VMware Smart Assurance to VMware Telco Cloud Service Assurance Transition

## At a glance

Experience a smooth transition from VMware Smart Assurance to VMware Telco Cloud Service Assurance and holistically monitor and manage complex infrastructure and services from the core to the RAN. Implement a platform customized to your requirements that integrates fault management, performance management, service management, root cause analysis, and service impact analysis.

## Key benefits

- Leverage Professional Services experts who will help you retain the same functionality you had with VMware Smart Assurance, while taking advantage of the expanded features in VMware Telco Cloud Service Assurance
- Run both systems concurrently to build your historical database and maintain continuity
- Have VMware Telco Cloud Service Assurance and your customizations implemented according to VMware Professional Services' best practices
- Quickly transition before support ends for VMware Smart Assurance

Managing and operating a network to meet stringent SLA requirements and deliver superior quality of service for mission critical ultra-reliable, low-latency and high-bandwidth services requires the ability to monitor, identify, and remediate faults in near real-time. VMware Telco Cloud Service Assurance is a cross-domain, multi-layer automated assurance for CSPs that holistically monitors and manages complex infrastructure and services from the core to the RAN. It has replaced VMware Smart Assurance and those customers with VMware Smart Assurance will need to transition to VMware Telco Cloud Service Assurance no later than December 2026.

## Service overview

VMware Professional Services can enable a smooth transition from VMware Smart Assurance to VMware Telco Cloud Service Assurance using a proven process.

### Assess the current environment and create a transition plan

To start your transition to VMware Telco Cloud Service Assurance, we first assess your current environment. We document your goals and analyze your business and technical requirements to identify any risks or constraints in making the transition. We look at the underlying infrastructure components, your collectors, any customizations you have, the metrics you monitor, and identify any gaps between the two systems. Based on this analysis, we will create a solution transition plan that provides compatibility with and similar functionality in the new system. We will review this plan with your stakeholders and gain approval to move forward with the transition.

### Design and deploy VMware Telco Cloud Service Assurance

With an approved plan in place, we will design and deploy VMware Telco Cloud Service Assurance according to VMware design principles and best practices. We configure users, groups, roles, and profiles to match your existing system. The new system will be tested and validated against VMware Validation Workbooks and your specific acceptance criteria prior to moving to the production system.

## Learn more

Visit [vmware.com/services](https://vmware.com/services).

### **Connect VMware Telco Cloud Service Assurance to VMware Smart Assurance**

With VMware Telco Cloud Service Assurance installed and configured, we now connect it to your existing components. VMware Telco Cloud Service Assurance will run concurrently with VMware Smart Assurance in order to build its historical database. We will enable it to begin processing topology, notifications, and performance metrics and build any new reports that are required in the system.

### **Build customizations**

If you have custom device certifications, e.g., for routers, switches, or firewalls, we will recreate these. We recompile and validate any dynamic models which includes custom attributes, custom classes, and custom notifications. For any external systems which are currently integrated, such as ServiceNow or Kafka, we will build the required data collectors and integrate them into VMware Telco Cloud Service Assurance. Any API scripts in Perl, Java, or EDAA will be written. Everything will be validated in a test system prior to moving to production.

### **Recreate reports**

Your performance, analytics, inventory, traffic, notification, etc. reports will be recreated. This includes updating the data catalog, adding metrics, and creating dashboards. We will validate these in the test system prior to moving them to production. Note that customizations and reports are built while both systems are running concurrently, which speeds your transition.

### **Transition domain managers and migrate customizations**

During the last step, we move to the stage where VMware Smart Assurance is retired. We deploy or upgrade the domain managers (IP Manager, Service Assurance Manager, Network Protocol Manager, MPLS Manager, and Server Manager). We implement the custom device certifications, dynamic models, and API scripts that we built. The monitoring and reporting system for VMware Smart Assurance is decommissioned.

After each step above, we host knowledge transfer sessions so that your team understands what we have done and is able to operate the new system.

## **Benefits**

VMware Professional Services has the experience, best practices, and proven methodologies to make your transition from VMware Smart Assurance to VMware Telco Cloud Service Assurance seamless. Our broad expertise and deep knowledge of VMware technology can help you implement fault management, performance management, service management, root cause analysis, and service impact analysis across your heterogeneous networks. Our holistic approach helps you minimize business disruption and maximize productivity during periods of technology change.