

Technology | Austria

Disaster recovery made simple with Lenovo TruScale

Citynet

To help businesses in the Tyrol region recover faster from cyber incidents, Citynet leverages the Lenovo 360 for TruScale framework to deliver a turnkey disaster-recovery-as-a-service solution—enabling its customers to rapidly spin up a temporary IT environment and restore services faster.



Lenovo
TruScale

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Customer background

Who is Citynet?

Located in Hall in Tirol, one of Austria's biggest and most beautiful medieval old towns, HALLAG Kommunal GmbH delivers municipal services for residents of Hall in Tirol, from energy and internet to public pools. Through its Citynet brand, the company offers comprehensive IT services to local residents and businesses, including broadband as well as professional IT and private cloud services.



2 The challenge

Citynet has vast experience in running the critical IT systems that underpin municipal services. As the cyber threat landscape evolves, the company is always looking for ways to improve its resilience against attacks such as ransomware.

In Austria, businesses must report ransomware attacks to the public authorities and isolate the affected systems as evidence for investigation. Citynet saw an opportunity to help businesses affected by ransomware attacks and other cyber incidents to recover faster while complying with law enforcement and meeting wider EU requirements such as the [Network and Information Security Directive \(NIS2\)](#).

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“As we provide **essential municipal services**, we have robust disaster protection capabilities in place to **reduce the threat** of security incidents to our systems and services. Our goal was to **extend that same level of disaster protection** to businesses across the region.”

Christian Vojak

Supervisor DevOps / Senior Server Architect & Engineer, HALLAG Kommunal GmbH

Compact but powerful

Over many years, Citynet has built up a strong relationship with Lenovo by delivering highly successful IT projects for public-sector organizations and business customers. With Lenovo TruScale Device as a Service (DaaS) and TruScale Infrastructure as a Service (IaaS), Citynet realized that it could deliver turnkey disaster recovery (DR) solution for local businesses impacted by cyber incidents.

Services

Lenovo TruScale
Infrastructure as a Service
Lenovo TruScale
Device as a Service

Hardware

Lenovo ThinkAgile VX
Certified Nodes
Lenovo ThinkPad laptops

Software

Lenovo XClarity

3

The
solution

Christian Vojak, Supervisor DevOps / Senior Server Architect & Engineer at HALLAG Kommunal GmbH confirms: “Lenovo TruScale offers flexible pay-as-you-go pricing and agile deployment options, which made it a perfect fit for our new DR-as-a-service solution.”

3 The solution

Always-on monitoring

By joining the Lenovo 360 for TruScale go-to-market framework, Citynet can provide its customers with best-in-class solutions through a flexible delivery model.

At the core of Citynet's DR-as-a-service solution is a hyperconverged infrastructure based on Lenovo ThinkAgile VX nodes with VMware virtualization, providing the ability to handle a wide range of business workloads. The solution also includes Lenovo ThinkPad notebooks to help employees resume operations quickly.

Christian Vojak says: "Our solution offers innovative security and reliability features such as physical access control, airflow monitoring and humidity sensors, and integrated mobile connectivity. With Lenovo XClarity software, we can even manage the solution remotely."

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“Lenovo TruScale includes maintenance and support services, which **gives us the confidence** that we can provide a reliable solution to our customers **during any critical situation**. We also have the option of using the DR-as-a-service solution ourselves if we need it, which gives our operations team **great peace of mind**.”

Christian Vojak

Supervisor DevOps / Senior Server Architect & Engineer, HALLAG Kommunal GmbH

4 The results

With Lenovo TruScale, Citynet has combined powerful infrastructure solutions with comprehensive managed services—enabling it to deliver a robust and responsive DR-as-a-service solution to businesses and internal users.

“In the past, it would have taken us around three days to spin up a clean environment in a DR scenario,” says Christian Vojak. “With Lenovo TruScale, the basic IT platform is available immediately and we can help our customers restore their complete operations much faster.”



Delivers a complete business continuity solution for servers and clients



Enables rapid recovery, minimizing downtime



Reduces business risk from cyber threats

4 The results

Facilitating business continuity and compliance

Comprehensive managed services from Lenovo help Citynet to always keep the solution ready and up to date while the DR rack is in storage for extended periods of time in between emergency or other deployments. "Thanks to the full-service solution from Lenovo, we can focus on what matters to our business," adds Christian Vojak. "Lenovo handles all the basic system maintenance for us."

4 The results

As stricter IT regulations such as the EU NIS2 directive get adopted more widely, a growing number of companies need to improve their DR processes. This new Citynet solution, built on top of Lenovo TruScale, provides a simple and cost-effective DR environment that can be deployed anywhere in the region rapidly. Citynet customers can be up and running again as soon as the rack arrives, without the need for laborious infrastructure setup, while Citynet and Lenovo keep track of everything with advanced remote monitoring.

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“Thanks to Lenovo TruScale, we can offer a **cost-effective subscription service** for our DR-as-a-service solution. As a **complete data center in compact rack**, our customers might also take advantage of it for many more use cases, such as to support complex infrastructure migrations.”

Christian Vojak

Supervisor DevOps / Senior Server Architect & Engineer, HALLAG Kommunal GmbH

Why Lenovo?

Citynet and Lenovo have worked together for over two decades, and the organization makes extensive use of Lenovo infrastructure solutions. The reliability and performance of the Lenovo solutions has helped Citynet maintain a high standard of service for the residents of Hall in Tirol and its business customers across the region.

Lenovo has become a trusted advisor to Citynet. As a result, Lenovo is now the first point of contact whenever Citynet evaluates new IT solutions. When the time came to bring its DR-as-a-service concept to life, Lenovo TruScale was the perfect fit.

How can service providers maximize business continuity?

Leveraging the Lenovo 360 for TruScale framework, Citynet designed a turnkey disaster recovery rack that can be deployed anywhere seamlessly.

[Explore Lenovo TruScale](#)