



webquake®

WEBQUAKE GROUP

**Keeping clients' businesses on track,
no matter what.**

Austrian IT services provider Webquake ups its game to deliver best-in-class client services by running its hosting infrastructure on Lenovo ThinkAgile MX Certified Nodes for Azure Stack HCI powered by 2nd gen Intel® Xeon® Gold processors, expecting to reduce time spent on routine admin by 40%.

Lenovo





Webquake takes the hassle out of IT for its clients. The company, based in Leoben, Austria, provides fully managed outsourcing, colocation, backup, security, and consulting services to small- and medium-sized enterprises (SMEs).

Webquake serves clients from a diverse range of industries, from financial services to the food and drink industry, with operations primarily focused on Austria, Germany, and Switzerland. The company acts as an extension of its clients' IT teams – hosting, managing, and maintaining back-end infrastructure ensuring that business systems run smoothly, and that clients can focus on their core competencies.

Christoph Machner, Co-founder & Co-owner of Webquake Group, begins: “For many SMEs, IT diverts precious time and resources from their core business. By hosting and backing up client environments in our high-security data center, our clients have more time to focus on their core businesses and create value for their customers.

“Most clients have on-premises production systems – managed by Webquake Group – and additional colocation servers hosted in our data center for backup and recovery services. Although we serve SMEs that typically have fewer than 200 users, they have the same availability and business continuity requirements as a large enterprise. Like all the big players, they depend on their business systems being online 24/7, so high availability and disaster recovery are key concerns.”



To ensure high availability around the clock for its clients, Webquake upgraded its hosting infrastructure to Lenovo ThinkAgile MX Certified Nodes for Azure Stack HCI.

“We feel very strongly that hyperconverged infrastructure (HCI) is the data center architecture of the future,” says Christoph Machner. “HCI is more flexible, more easily scalable, and simpler to manage than traditional set-ups, and we were eager to make the switch.”

A long-term Lenovo partner, Webquake’s services also rely on Microsoft Hyper-V virtualization technology. ThinkAgile MX therefore represented the ideal solution, as Christoph Machner explains: “ThinkAgile MX is a Microsoft certified solution from Lenovo, bringing together everything we need to serve our clients in a compact form factor. We couldn’t be happier.”

Engineered and tested by Lenovo and certified by Microsoft, ThinkAgile MX is easy to manage while offering enterprise-class availability, flexibility, reliability, and performance. The platform is fully software defined and runs on Windows Server 2019 Datacenter Edition, which includes Hyper-V virtualization and Storage Spaces Direct technology from Microsoft. This allows quick and easy deployment.

Working closely with a team from Lenovo, Webquake deployed three ThinkAgile MX Certified Nodes in an all-flash configuration. Equipped with 2nd gen Intel® Xeon® Gold processors and Intel® 3D NAND SSDs, the three nodes deliver high performance and capacity inside a single rack.

Lenovo ThinkAgile MX Certified Nodes are delivered together with Windows Server 2019 Datacenter Edition licenses. Key Azure Stack HCI features, including Hyper-V, Storage Spaces Direct and the Windows Admin Center management tool, are built natively into Windows Server Datacenter 2019 and come at no extra licensing cost. This means that ThinkAgile MX delivers excellent value for money, as there is no need to purchase separate software licenses.

Christoph Machner,
Co-founder & Co-owner,
Webquake Group



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Christoph Machner confirms: “The Microsoft licenses were included in our purchase, which not only makes the Lenovo ThinkAgile MX platform a very cost-effective solution but also means that Lenovo serves as our single point of contact for everything – hardware, software, and support. There’s no finger-pointing, and the Lenovo Premier Support Services team helps us with troubleshooting and can expediate tickets with Microsoft. In our experience, support works very well which leads to quick issue resolution.”

Webquake is driving further cost-savings and operational efficiency by taking advantage of software-defined storage powered by Microsoft Storage Spaces Direct technology. Storage Spaces Direct transforms standard hardware into a software-defined, highly available storage cluster, removing the need for traditional external storage. This means that Webquake can use standard servers for storage rather than more expensive proprietary systems, avoiding costs and vendor lock-in. The company also benefits from unified management of compute and storage resources and superior IO performance.

Today, Webquake replicates data from all its clients’ on-premises production environments to its ThinkAgile MX cluster over a virtual private network (VPN). This means that, should clients’ on-site systems go down unexpectedly, they can access their data and continue operations as normal – keeping disruption to an absolute minimum. As an additional layer of protection, data is also backed up to an IBM TS4300 Tape Library from Lenovo.

“We have been most impressed with the availability and stability of our ThinkAgile MX cluster so far,” says Christoph Machner. “The performance levels are also excellent, which is largely due to the powerful 2nd gen Intel Xeon Gold processors. This all means that we can be sure of delivering a great service to our clients and meeting the demanding SLAs that we have in place.”

Furthermore, since ThinkAgile MX is much easier to manage than Webquake’s previous infrastructure, the company can do more with less. Taking advantage of the best-in-class integration of the Lenovo XClarity Administrator and Windows Admin Center management tools, the company can deploy new environments rapidly and onboard new customers faster than ever before.

Christoph Machner remarks: “We have already seen a 25% decrease in the time spent on routine admin compared to our previous infrastructure and expect that to increase to a 40% time-saving in the coming months as we adjust to the new, more efficient ways of working. Therefore, we can serve more clients with the same number of staff as we continue to grow.

“Crucially, our greater efficiency frees up valuable time for pre-sales and consulting services. We take great care in customizing our services to each client’s needs, so dedicating more time to learning about their business and designing the optimal solution is hugely beneficial. Our ability to tailor our services in this way gives us a real edge over our competitors, particularly over the big players in the market who can’t provide that level of personalized service.”

He adds: “The Lenovo ThinkAgile MX platform also gives us a lot of headroom for business expansion. We have plenty of capacity built into the cluster for the moment but knowing that we can scale out further in case of additional growth is very reassuring. Easy scalability was one of the things that most attracted us to HCI, and the Lenovo solution certainly delivers.”

As well as underpinning its client services, Webquake’s development team makes extensive use of ThinkAgile MX to support exciting new initiatives. The team of five is currently working to develop software integration tools that make it easier for clients to securely connect their on-premises systems to external cloud services that they may use in the future.



“This is another example of how we’re always striving to deliver the best possible service to clients,” says Christoph Machner. “The Lenovo ThinkAgile MX platform gives us plenty of compute and storage capacity to play around with, so we can support internal projects that will ultimately improve our service offerings.”

He concludes: “We are delighted with the Lenovo ThinkAgile MX platform, which delivers everything we need to support today’s clients – and tomorrow’s innovations – in one convenient, fully certified solution. It has already helped us to enhance the value of our offerings, and we’re excited to see what the future brings as we continue to build our customer base.”



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– Christoph Machner, Co-founder & Co-owner, Webquake Group



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