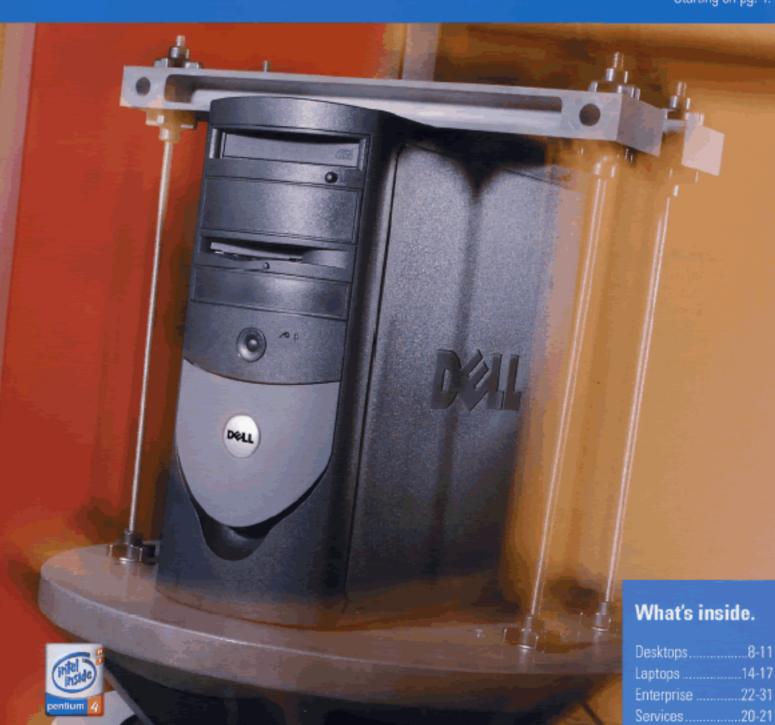
A QUARTERLY IT RESOURCE

## Get the shakedown on why Dell™ systems lead the industry in reliability.

Starting on pg. 4.





## Not much can stand up to an F4 tornado. Dell" PowerEdge" servers are one of the few things that can."

According to the Fujita Tornado Scale, an F4 tornado is described as "Devastating," with sustained winds of up to 260 mph and the ability to level sound structures and send car-sized missiles flying through the air. When Jonathan Harlan, owner and CEO of Aeneas Internet and Telephone, arrived at the headquarters of his Jackson, Tennessee-based company within minutes of it being hit by an F4 tornado, he felt the description may have been an understatement.

"It was seven years of sweat equity in shambles," says Harlan.

"The building was leveled, a broken water main was shooting water into the building, and everything was under three-inches of standing water."

As a provider of telecommunication and Internet services to thousands of customers throughout Tennessee, Aeneas is dependent on its technology — which at the time included racks of Dell PowerEdge servers buried under rubble, covered in sand, grit, and an oily film, and wet from the rain and broken water main.

When Harlan and his co-workers began digging out hours after the tornado hit, they noticed something amazing. "The racks holding the servers were bent, the power was out, our generator wasn't running — but a lot of the PowerEdge servers were still running under their backup power supplies."

Although Harlan had an off site disaster recovery plan in place, he acknowledges that, "Even the best plan is never 100%." While the initial plan was to remove the hard drives and send them off for data recovery, Harlan and his staff found that most of the servers could still be booted, helping him recover his e-mail, domain, and Web hosting data within 20 hours of the storm.

"In my business, every minute of downtime is lost equity — because of the integrity of these machines, I was able to get my main Internet business up and running within 48 hours." Harlan was equally impressed with how Dell expedited his replacement order — which is also why his business is now standardized on Dell desktops and servers.

"Our PowerEdge servers were covered in sand and grit and an oily film...we blew them out with air, plugged them in — and almost all of them still booted."

Jonathan Harlan, owner and CEO of Aeneas Internet and Telephone

<sup>&</sup>quot;No seners are designed to rautinely withstand tamado damage, and such damage is not covered by our limited warranty