

INSIDE GOOGLE CLOUD

# A note to our customers: How we're supporting you through COVID-19



**John Jester**



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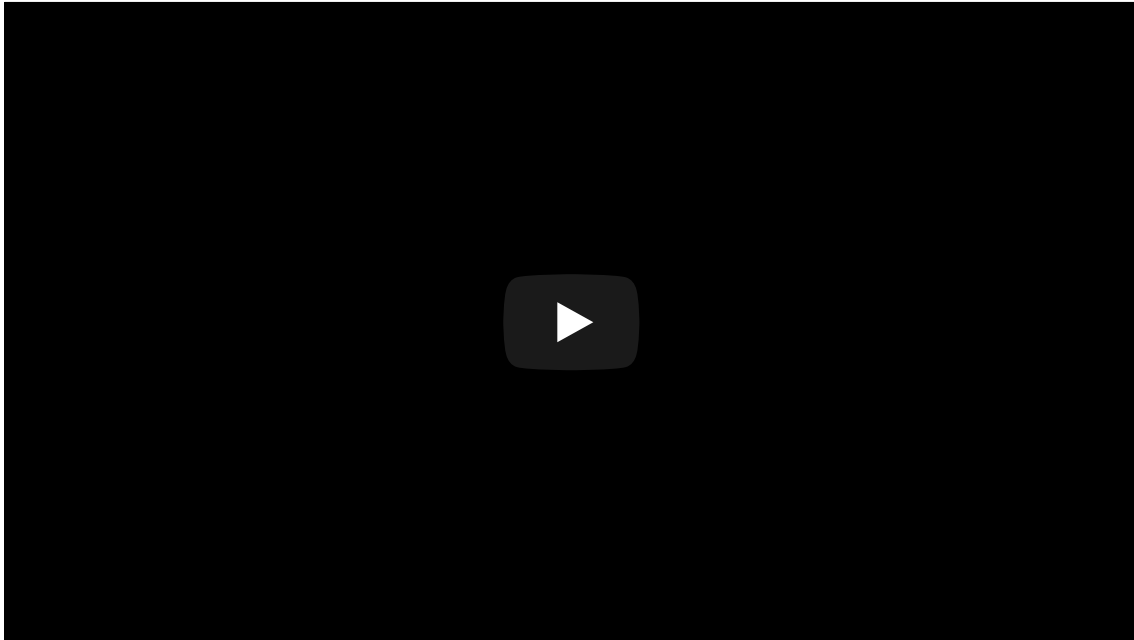
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Below are two videos that discuss our business continuity plans from a technical and

Now more than ever, keeping our systems up and running is our No. 1 priority.



For more than a decade, Google has conducted regular [disaster recovery testing](#) (DiRT) to rigorously evaluate the resilience of our infrastructure and processes, led by our highly trained site reliability engineers (SREs). Through this testing, our teams are trained to find and address potential issues before they arise and, in the event of a disruption, recover as quickly as possible.

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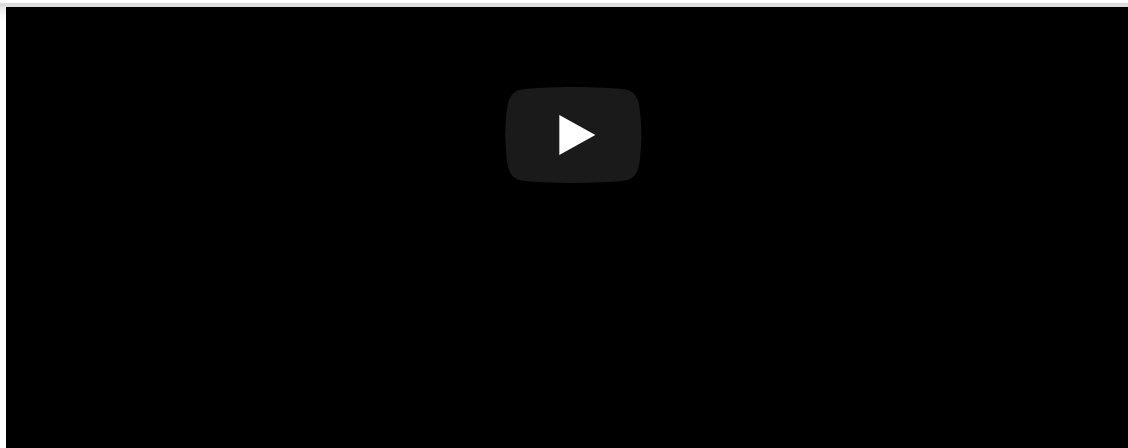
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To keep lines of communication open between our teams and yours, we've provisioned our support agents with remote access so they can support you securely while working from home. And in the event of disruption to any of our support centers, we've identified primary, secondary, and tertiary backups for each site. Our SRE and product teams are closely integrated into our plans, ensuring the right experts are available to address complex issues.

Industries like retail, media and healthcare are experiencing surges in e-commerce traffic, prolonged demand for streaming services, and new requirements to support telemedicine. For our customers on the front lines with specialized needs, we've activated our enhanced support structure—developed for peak demand situations like we see on some of [the heaviest traffic days of the year](#)

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