



GUROBI
OPTIMIZATION



SUPPORT BROCHURE

Meet Your Optimization Experts

Our experienced, PhD-level specialists are passionate about helping you succeed with optimization.

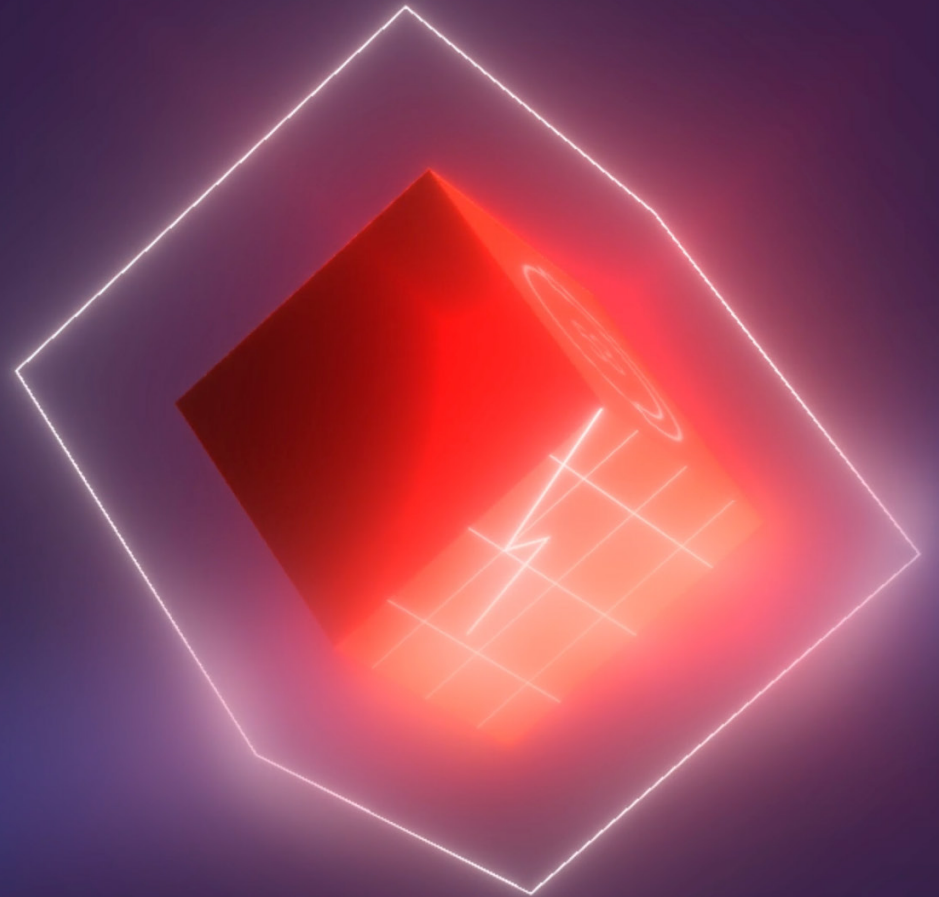
Unleash the Power of Optimization

With the Gurobi Experts team by your side, you get more than basic installation and configuration support. We work with you, one-on-one, to provide the comprehensive guidance you need, so you can be successful with mathematical optimization and our products.

“Working with the team from Gurobi has been a great experience. The support they provide has been fantastic.”

Michael North

VP of Broadcast Planning, National Football League (NFL)



Our Experts, By Your Side

Lean on Us

Tap into our team's deep expertise—from implementation to tuning and more—so you can make the most of Gurobi's solving power.

Get Answers in Hours, Not Days

We respond rapidly to customer inquiries, helping to resolve any issues you're facing, fast.

Create Agility

We can help you fit and adapt your mathematical optimization application to your changing requirements.



Meet the Team



Dr. Sonja Mars
Director of Optimization
Support



Dr. Kostja Siefen
Director of Technical
Account Management



Dr. Alison Cozad



Dr. Cara Touretzky



Dr. Chung-Kyun Han



Dan Jeffrey



Dr. Dan Steffy



Dr. David Torres Sanchez



Dr. Ed Klotz



Dr. Eli Towle



Dr. Elisabeth Rodriguez Heck



Dr. Gwyneth Butera



Jennifer Locke



Juan Antonio Orozco
Guzmán



Dr. Jue Xue



Lennart Lahrs



Dr. Maliheh Aramon



Dr. Marika Karbstein



Dr. Mario Ruthmair



Dr. Matthias Miltenberger



Dr. Riley Clement



Dr. Rodrigo Fuentes



Ronald van der Velden



Dr. Silke Horn



Dr. Simranjit Kaur



Dr. Steven Edwards



Vassilios Yfantis



Dr. Yuriy Zinchenko



Zed Dean

OUR EXPERTS AT WORK

Answering Your Questions

Whether you're migrating from another solver or starting from scratch, we're happy to answer your "how to" questions and point you to the right resources.

- *How should I introduce multiple objectives to my optimization model?*
- *How can I incorporate this complex business rule into my existing model?*
- *I want to migrate my solution to Gurobi Instant Cloud. Can you help me extend my existing implementation?*

“With Gurobi, we have more than doubled our development efficiency compared to our previous approach.”

Mr. Hitoshi Azuma

Sub Leader, Power Technology Group, J-POWER Business Service Corporation

Performance Tuning

Gurobi performs strong across a broad range of models. But if you're not getting the performance you'd expect, let us know and we'll work with you to tune your model.

- *We need to solve an optimization problem every 5 minutes. What settings should we use to consistently find the best possible solutions in this timeframe?*
- *Can you help us reduce the time it takes to find high-quality solutions for our model instances?*
- *Is distributed optimization the right choice for our use case?*
- *We are using a variety of custom parameter settings. Are these settings still beneficial for the latest version of Gurobi?*

API Efficiency / Code Review

Using software libraries the right way can make a significant difference. We can help you use our APIs efficiently, reducing the time required to construct and interact with the model.

- *Can you help us improve our Python implementation?*
- *We have migrated our model to use Gurobi's native API. Can you help us review our implementation?*
- *Could you review this code snippet and let us know if we are calling these functions properly?*

“Gurobi's support team is excellent—from the evaluation [stage] to performance tuning and public cloud deployment.”

Chris Johnson

VP of Research & Development, LeanLogistics

Architecture Recommendations

We can recommend the right architecture deployment for your new or existing optimization application, to address your specific technical needs. We always make sure you're comfortable with any migration processes involved, and we can assist during upgrades to reduce the risk of service interruptions.

- *Can you help us set up our Gurobi Compute Servers in a high-availability deployment?*
- *We are upgrading our current architecture to use microservices. Considering our models and business case, should we run our optimization processes directly on worker nodes or offload the computation to dedicated servers in the same cluster?*
- *Considering our benchmark results and projected production optimization usage, what would you recommend for our on-premises architecture?*

Explaining How It Works and Why

As you develop your optimization application, you may encounter questions like why the solver behaves in a certain way or how a change to the model leads to a particular outcome. We can help you understand exactly what is happening.

- *The numeric statistics of my model seem reasonable. Why does the solve time vary after the data changes slightly?*
- *I doubled the number of cores used to solve my models, but I'm not seeing significant speed improvements yet. Can you help?*
- *I received an error. Can you help me understand what's happening in the log file?*

“Working with the Gurobi engineers has helped us move even more quickly.”

Anne Tye

Senior Energy Analyst, Alpiq

Enablement & Implementation Guidance

When every second counts, you can count on us. We can work with you to explore new ways to reduce your solve times as much as possible.

- *Can you help us explore a decomposition approach for which we can leverage Gurobi's performance on the resulting subproblems?*
- *For some of our model instances, feasible solutions are found quickly, but it is taking considerable time to prove optimality. Do you see any obvious improvements we can make to our formulation?*
- *We'd like to refine our solution strategy to reduce our solve times. Can you help review our callback implementation to incorporate custom cuts to the solution process and define a more advanced termination criterion?*

RESOURCES

Robust, Multi-Channel Support and Guidance

- ✓ **People**
Reach out to our team by submitting a support request.
- ✓ **Knowledge Base**
Learn how to make the most of Gurobi through our helpful FAQs and articles.
- ✓ **Community**
Post a question or explore existing conversations.
- ✓ **Documentation**
View detailed information on how to install and use Gurobi products.



35+

PhDs on Staff

Global

Coverage

Direct

Access to Our Experts

98%

Customer Satisfaction Score

71

Industry-Leading Net Promoter
Score (NPS)

Experience the Power of Gurobi for Yourself

Try Gurobi free for 30 days, including:

- ✓ Free benchmarking services
- ✓ Free model tuning services
- ✓ Free access to our world-class technical guidance and support
- ✓ Two free hours of one-on-one consulting services



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