Gurobi®

SUPPORT BROCHURE

Meet Your Optimization Experts

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

WWW.GUROBI.COM

Behind Every Great Decision

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 solutions.

"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)

Trusted Globally

Our Experts, By Your Side

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 solutions.





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
Vice President of Support



Dr. Kostja Siefen
Senior Director of Technical Account Management



Dr. Ahmed Azab



Alexander Ginete



Dr. Anna Collins



Adam DeJans Jr



Dr. Anurag Ladage



Dr. Byron Tassef



Caroline Weinberg



Dr. Cara Touretzky



Dr. Charmae Mendoza



Dr. Christine Tawfik



Dr. Chung-Kyun Han



Dr. Dan Steffy



Dr. Eli Towle



Dr. Elisabeth Rodriguez Heck



Everett Dutton



Dr. Gwyneth Butera



Dr. Hamideh Anjomshoa



Hisanobu Tsueda



Jennifer Locke



Jerry Yurchisin



Dr. JingfengYang



Juan Antonio Orozco Guzmán



Dr. Jue Xue



Lennart Lahrs



Dr. Maliheh Aramon



Dr. Marika Karbstein



Dr. Matthias Miltenberger



Dr. Nigora Gafur



Dr. Nobuo Inui



Dr. Riley Clement



Dr. Rodrigo Fuentes



Dr. Roderich Wallrath



Ronald van der Velden



Dr. Simranjit Kaur



Summer Purschke



Zed Dean



Dr. Vassilios Yfantis



Yuya Masumura

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?
- How can I access multiple solutions of my problem?

"Working with Gurobi has been a great experience. When it comes to speed and performance, Gurobi is far ahead of the competition. But what really stands out is how dedicated the account managers and support team are—no matter the circumstances, they always help us find a solution."

Zlatko Ofak

Business Development and Innovation Lead, Uprise

Performance Tuning

Gurobi performs strongly 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 five 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?



TIME REDUCTION

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?
- I want to write each solution found to a separate file, can you tell me the right approach to do this?
- Could you review this code snippet and let us know if we are calling these functions properly?

"It's a safe bet that no matter how much domain expertise you have around the problem that you're trying to optimize, the team at Gurobi is going to have great insights into how you can get the most from their solver and use it effectively for your problem."

Kelly Littlepage

Co-founder and CEO, OneChronos

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?

"We've received great support from Gurobi, and the support of the Gurobi Experts team has also been extremely helpful, especially when there are very niche needs that we need to dig into a bit deeper for our clients."

Linlin Yang

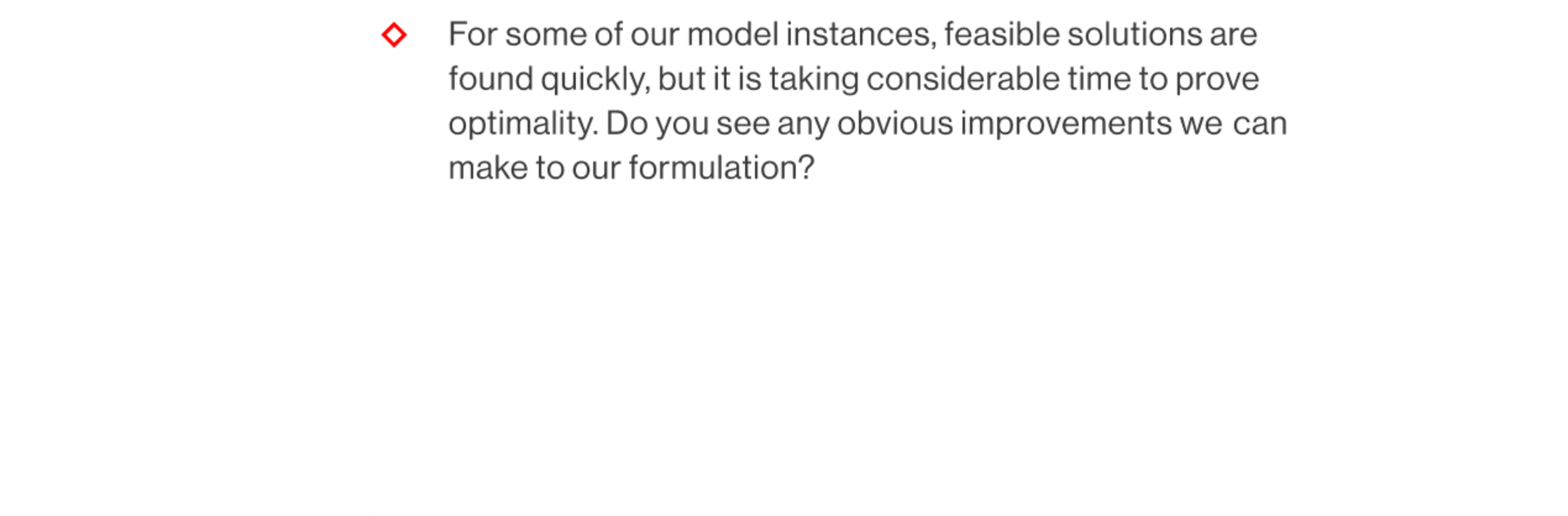
Principal Data Scientist, Aimpoint Digital

ENABLEMENT & IMPLEMENTATION

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.

- We are not able to find a feasible solution to our problem for hours, what do you recommend?
- 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?



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, as well as through Gurobot, our always-on expert agent.

COMMUNITY

Post a question or explore existing conversations.

DOCUMENTATION

View detailed information on how to install and use Gurobi products.



Global

Direct



40+

Industries Served

Direct

Access to Our Experts



40+

PhDs on Staff

98%

Customer Satisfaction Score

56

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

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