

# Gurobi Support

Ensuring That You Are Successful With Optimization

## Discover the benefits of Gurobi Support

- **Direct access** to Gurobi's PhD-level optimization experts, who collectively have over 155 years of experience working with commercial models and are there to assist you throughout the process of implementing and using our mathematical optimization solver.
- **Rapid response** to any customer inquiries, helping you quickly resolve any issues that you may have related to installation, performance tuning, maintenance, and other matters.
- **Close collaboration** with you to ensure the Gurobi solver is performing at top speed, and your mathematical optimization application is able to fit and adapt to your changing business and IT infrastructure requirements.

## Meet Gurobi's world-class support team



**18 Optimization Experts**



**PhD-Level Expertise**



**155+ Years of Experience**



**Global Coverage**



**Dr. Gregory Glockner**  
 Vice President and Technical Fellow



**Dr. Sonja Mars**  
 Optimization Support Manager



**Dr. Gwyneth Butera**  
 Senior Support Engineer



**Dr. Alison Cozad**  
 Optimization Support Engineer



**Dr. Steven Edwards**  
 Technical Account Manager



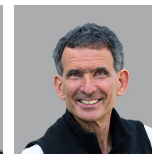
**Dr. Rodrigo Fuentes**  
 Technical Account Manager



**Dr. Silke Horn**  
 Optimization Support Engineer



**Dan Jeffrey**  
 Senior Technical Account Manager



**Dr. Ed Klotz**  
 Senior Mathematical Optimization Specialist



**Jennifer Locke**  
 Technical Account Manager



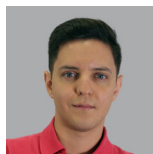
**Matthias Miltenberger**  
 Optimization Support Engineer



**Dr. Jaromil Najman**  
 Optimization Support Engineer



**Dr. Richard Oberdieck**  
 Technical Account Manager



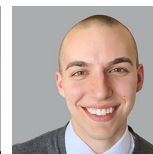
**Juan Antonio Orozco**  
 Optimization Support Engineer



**Dr. Elisabeth Rodríguez-Heck**  
 Optimization Support Engineer



**Dr. Kostja Siefen**  
 Senior Technical Account Manager



**Dr. Eli Towle**  
 Optimization Support Engineer



**Dr. Yuriy Zinchenko**  
 Optimization Support Engineer

We are here to support you at every stage of your optimization journey:

Assessing computers  
and infrastructure.

Advising on your  
software development.

Performance tuning to ensure  
your solver is functioning at the  
highest level in your application.

We provide a robust, multi-channel support infrastructure, which encompasses:



**Support Team:** Detailed assistance that is tailored to your needs.



**Self-Serve:** Knowledge Base articles and a Community Forum.



**Technical Documentation:** Available both online and offline on your computer.

## Listen to what our customers say

“We are now great proponents of Gurobi. If it wasn’t for the easy access to try Gurobi, the fantastic documentation, and of course the always helpful personal support, we would probably not have progressed down the optimization path. Congratulations to the team for providing such a usable product and a flexible and easily accessible licensing model for its customers.”

**Andrew Vidale, Managing Director, AVCS**

“Switching to, and working with, the team from Gurobi has been a great experience. Their solver has met our high expectations, and the support they provide has been fantastic.”

**Michael North, VP of Broadcast Planning, NFL**

On a scale of 1 to 5, how do Gurobi customers rate our support team?

**4.72/5**

Source: Gurobi Customer Survey, 2020

Find out how Gurobi can support you in your optimization journey.  
Email us at [sales@gurobi.com](mailto:sales@gurobi.com)