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

Meet Your Optimization Experts
**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)

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**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

Dan Jeffrey

Dr. Alison Cozad

Dr. Cara Touretzky

Dr. David Torres Sanchez

Dr. Elan Towle

Dr. Gwyneth Butera

Dr. Elisabeth Rodriguez Heck

Dr. Ed Klotz

Dr. Dan Steffy

Dr. Jue Xue

Jennifer Locke

Juan Antonio Orozco Guzmán

Dr. Maliheh Aramon

Dr. Mario Ruthmair

Dr. Marika Karbstein

Matthias Miltenberger

Dr. Rodrigo Fuentes

Dr. Riley Clement

Ronald van der Velden

Dr. Simranjit Kaur

Dr. Silke Horn

Dr. Steven Edwards

Vassilios Yfantis

Zed Dean

Dr. Yuriy Zinchenko

Dr. Yuriy Zinchenko
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?

“I have the highest degree of respect for Gurobi’s team and products.”

Jon Petersen
Head of Data Science, Aviation, Uber

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?

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?

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

Chris Johnson
VP of Research & Development, LeanLogistics
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?
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.

**RESOURCES**

- **25+** PhD-Level Experts
- **240+** Years of Collective Experience
- **Global** Coverage
- **Direct** Access to Our Experts
- **98%** Customer Satisfaction Score
- **70** 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

Academics: Visit gurobi.com/academia to apply for a free, full-featured Gurobi license.