

# Multi-Server Systems

## Introduction

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## Multi Server Systems Allow to Model Several Real Case Scenarios

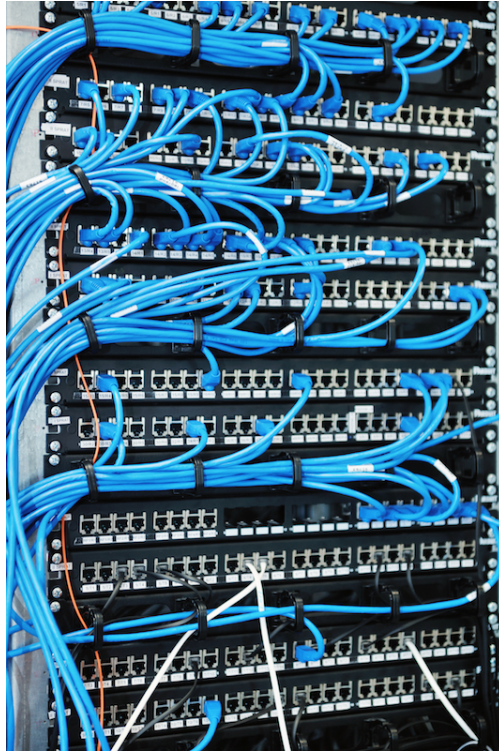


With multi-server systems we can model several real case scenarios, for instance, a waiting line in the airport, which usually has several help desks or, a self service restaurant with several stands.

## And to answer several questions



How long will I have to wait?



How to dimension link speed



How many agents to plan

- What's useful about modelling this kind of system, is that it helps us answer several questions about them. For example, to estimate the average waiting time in a given place, to determine the bandwidth of links to avoid a certain level of congestion, or even to dimension a system in terms of number of agents to plan to provide a certain level of quality. In other words, having a model of the system allows us to dimension their resources
- This week we are going to see the basics in order to be able to model multiserver systems, dimension the needed resources, and estimate their service quality