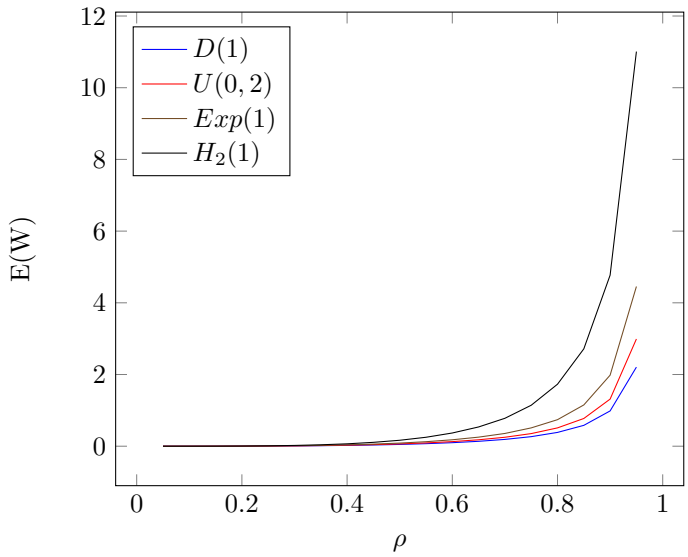

Figure 1: $E(W)$ for deterministic, uniformly, exponential and hyperexponential distributed service times. Four servers with $E(B) = 1$. Utilization ρ varies between 0.05 and 0.95. Six simulation runs of length 10^6 were performed for each ρ.

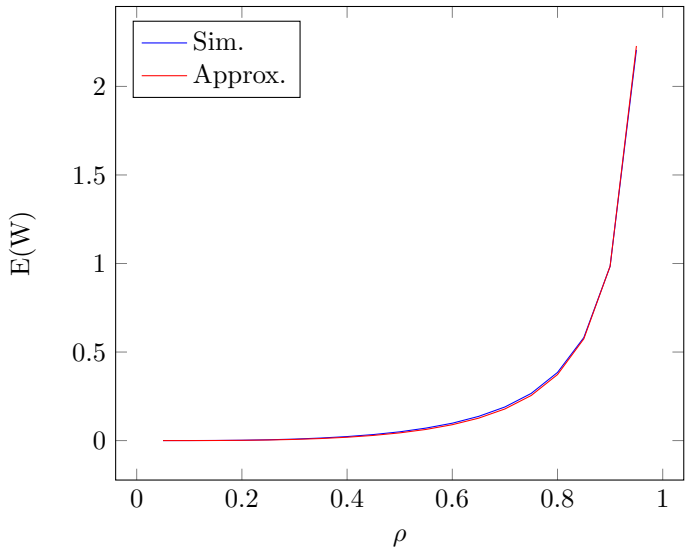

Figure 2: Deterministic distributed service times according to simulation and approximation. $E(W) = \frac{\Pi_W^{M|M|c}}{1-\rho}\frac{E(R)}{c}$. Six simulation runs of length 10^6 were performed for each ρ.

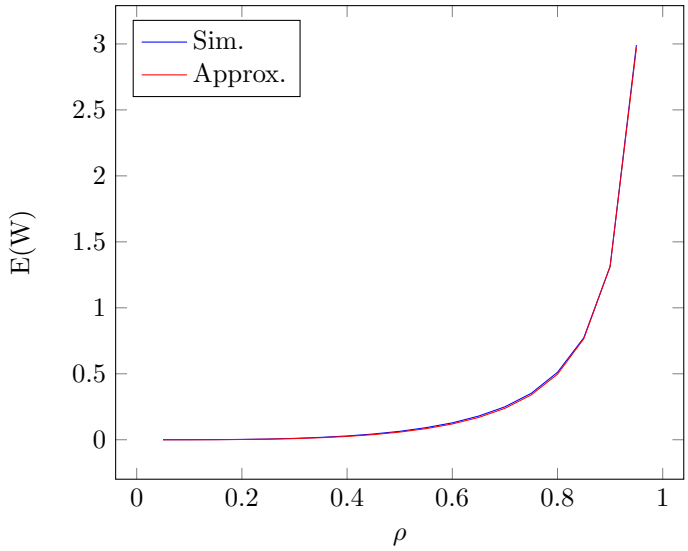

Figure 3: Uniformly distributed service times according to simulation and approximation. $E(W) = \frac{\Pi_W^{M|M|c}}{1-\rho}\frac{E(R)}{c}$. Six simulation runs of length 10^6 were performed for each ρ.

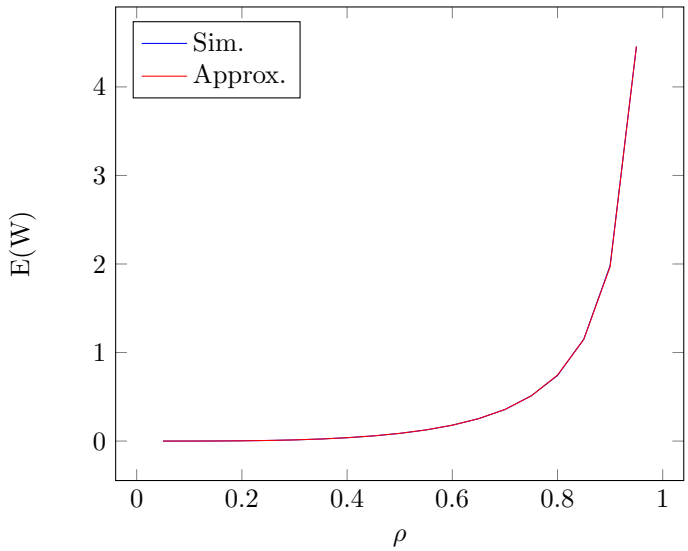

Figure 4: Exponential distributed service times according to simulation and approximation. $E(W) = \frac{\Pi_W^{M|M|c}}{1-\rho}\frac{E(R)}{c}$. Six simulation runs of length 10^6 were performed for each ρ.

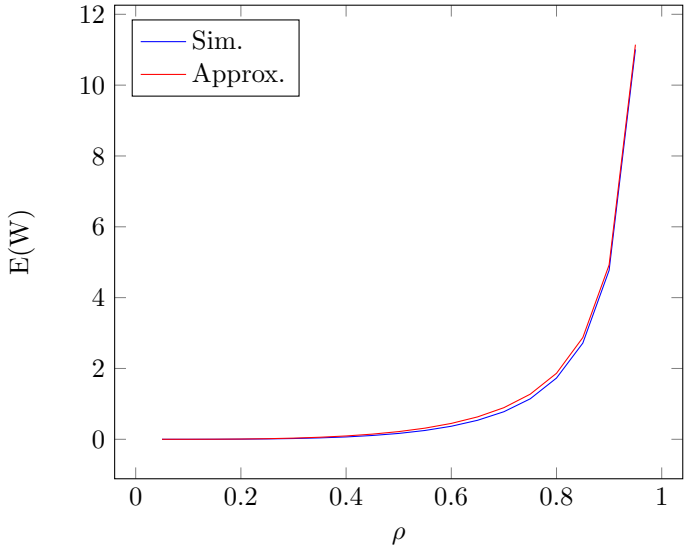

Figure 5: Hyperexponentially distributed service times according to simulation and approximation. $E(W) = \frac{\Pi_W^{M|M|c}}{1-\rho}\frac{E(R)}{c}$. Six simulation runs of length 10^6 were performed for each ρ.