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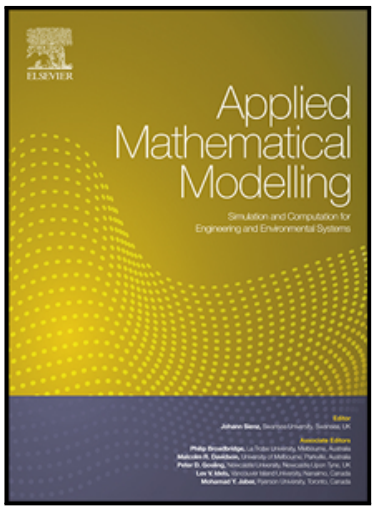

Analysis of the BMAP/PH/N Queueing System with Backup Servers

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Highlights

- A multi-server queue with help of backup servers in case of long service is introduced.
- Constructive ergodicity condition is obtained.
- Various performance measures of the system are computed.
- Numerical results giving insight into the system behavior are presented.

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