# **Incentivizing Resource Pooling**

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### **The Line Dance**

Queuing theory, the mathematical study of lines, helps businesses, call centers, computer networks and others figure out how to keep things moving.

#### Multiple servers, multiple lines



#### Multiple servers, single line



Resource pooling significantly improves service

### Resource pooling: known fact

N servers: job arrival rate  $\lambda < 1$ , server processing rate  $\mu = 1$ 



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# jobs in system:  $N \cdot \frac{\lambda}{1-\lambda}$ 

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Decentralization boosts security, privacy, and scalability

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- Essential aspects of the problem:
  - Large-scale system: number of servers N is large
  - Servers have <u>limited information</u> about one another

- Develop a simple token-based mechanism that incentives complete resource pooling in private information setting when N is large
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- Propose an approximation-based analytical framework
  - Simplifies the design and analysis of token-based mechanisms
  - Provides tight theoretical guarantees
  - Can be applied to more general settings

## Model setup

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- Servers' objective: minimizing own long-run average total cost
- Limited information:
  - (a) A server's arrivals and actions are private information
  - (b) Precise knowledge of number of servers N <u>not required</u> (except knowing that it is relative large)



# **Related Literature**

**Resource pooling:** 

- Power of resource pooling: [Tsitsiklis and Xu, 2013]
- Decentralized setup with two servers: [Hu and Caldentey, 2023]

#### Mean-field equilibrium:

- Analysis of complex operational problems: [lyer et al., 2014], [Balseiro et al., 2015], [Kanoria and Saban, 2021], [Arnosti et al., 2021]
- Fluid mean-field equilibrium similar in spirit to [Balseiro et al., 2015]

#### Scrip system:

Analysis of scrip system: [Kash et al., 2007], [Kash et al., 2015], [Johnson et al., 2014], [Bo et al., 2018]

#### Other related work:

- Cooperative game model: [Anily and Haviv, 2010], [Anily and Haviv, 2014], [Karsten et al., 2015]
- Supermarket game: [Xu and Hajek, 2013], [Yang et al., 2019]

# Outline

Motivation, research question, and literature review

#### Token-based mechanism

- Solution concept: Fluid mean-field equilibrium (FMFE)
- Characterization of FMFE
- Designing key element of mechanism

#### FMFE strategy as near-optimal best response

- Asymptotic analysis for large markets
- Numerical analysis for small markets
- Extension to heterogeneous servers
- Takeaway

In the mechanism, a server can:

Request help from others <u>without recall</u> at any time.

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- Servers interact via shared pool
- $\blacksquare$  The value of  $\phi$  is critical to system performance

- Mean-field approximation: each server optimizes by assuming state of shared pool is fixed at long-run average ⇒
  - Expected waiting time in shared pool is constant  $w \ge 0$ : value determined endogenously by equilibrium
  - Probability that shared pool is non-empty is constant: equal to  $\phi$  !

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- Fluid mean-field equilibrium (FMFE):



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## Optimal value of $\phi$



**Proposition.** The expected total number of jobs in system, denoted by  $Q_{\Sigma}(\phi)$ , satisfies:

- 1. When  $\phi < \lambda$ :  $\lim_{N \to \infty} Q_{\Sigma}(\phi)/N = q(\phi) > 0$
- 2. When  $\phi \geq \lambda$ :  $Q_{\Sigma}(\phi) = \frac{\phi}{1-\phi}$

## Optimal value of $\phi$



**Main result.** The optimal value is  $\phi = \lambda$ . Moreover, this induces complete resource pooling: it is each server's best strategy to (i) request help whenever a job arrives, (ii) offer help when queue is empty.

 $\implies$  System's dynamics and performance match those under centralized control

## FMFE as good approximation of servers' strategics

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Proof sketch:

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- 2. A coupling argument and a drift analysis to show:
  - (a) shared pool's queue length transitions to stationary distribution quickly as  $N \to \infty$
  - (b) in stationary distribution, shared pool is non-empty with probability  $\phi \frac{c(\lambda,\phi,\delta)}{N^{1-\delta}}$

# Analysis for small market

- Mechanism uses  $\phi = \lambda$ .
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 $\Rightarrow$  Optimal strategy depends only on two states:  $q_1$  (own queue length) and  $q_0$ 

 $\implies$  Tractable optimization problem!

### Numerical results

(a) job processing cost c = 1; (b) job arrival rate  $\lambda \in \{0.7, 0.8, 0.9\}$ 



 The value of playing strategically is small even with few servers (and when server one can perfectly monitor the shared pool)

For each server *i*: job arrival rate  $\lambda_i$  and processing rate  $\mu_i$ ; let  $\rho_i = \frac{\lambda_i}{\mu_i}$ 

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- Job processing costs are allocated  $\propto \mu_i$  versus  $\propto \lambda_i$

 $\Rightarrow$  Costs allocated fairly in our mechanism!

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- Operational takeaway: A simple token-based mechanism incentivizes complete resource pooling when number of servers is large
  - Analysis based on fluid mean-field equilibrium
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**Reference:** C. Chen, Y. Chen, and P. Qian. 2023. Incentivizing Resource Pooling. Under review.

Working paper available at https://papers.ssrn.com/abstract=4586771

# Appendix

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