

SCALE & LLM-OPS: ARCHITECTING LLM-AS-A-SERVICE - INFRASTRUCTURE REQUIREMENTS FOR HIGH- CONCURRENCY AGENTIC WORKLOADS

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ABSTRACT:

Large language models have transitioned from research prototypes to production services powering critical business applications, yet infrastructure requirements for deploying LLMs at scale remain poorly understood, particularly for agentic workloads involving multi-turn conversations, tool use, and complex reasoning chains. This research develops and evaluates comprehensive infrastructure architectures for LLM-as-a-Service platforms supporting high-concurrency agentic workloads. The study implements three deployment strategies—monolithic GPU clusters, disaggregated inference, and hybrid edge-cloud architectures—across production environments serving 2.4 million requests daily. The hybrid architecture achieved 94.7% GPU utilization while maintaining P95 latency below 850 milliseconds for complex agentic interactions requiring multiple LLM invocations. Disaggregated inference enabled 3.2x cost reduction through separation of prompt processing and token generation, optimizing each phase independently. Intelligent request batching improved throughput by 420% compared to naive sequential processing while preserving response quality. The framework scaled to 12,000 concurrent agentic sessions without performance degradation through adaptive resource allocation and predictive auto-scaling. Cost per million tokens decreased 67% through architectural optimizations including KV cache sharing, speculative decoding, and quantization techniques. This research contributes practical infrastructure patterns enabling organizations to deploy production LLM services supporting agentic workloads at enterprise scale with acceptable latency and cost economics.

Keywords: *large language models, LLM infrastructure, agentic AI, model serving, GPU optimization, inference scaling.*

INTRODUCTION

Large language models have demonstrated remarkable capabilities across natural language understanding, generation, and reasoning tasks, leading to rapid commercial adoption. Organizations deploy LLMs for customer service chatbots, content generation, code assistance, and decision support. However, most LLM deployments involve simple request-response patterns where users submit prompts and receive single completions. Emerging agentic applications introduce fundamentally different infrastructure requirements (Brown et al., 2020).

Agentic LLM workloads involve autonomous systems that pursue goals through multi-step reasoning, tool invocation, and iterative refinement. An agentic customer service system might analyze a query, retrieve relevant documentation, formulate responses, verify accuracy through additional reasoning, and engage in multi-turn conversations adapting to user feedback. A coding assistant agent might understand requirements, generate code, execute tests, debug failures, and iterate until tests pass. These agentic patterns generate 10-50x more LLM invocations per user interaction compared to simple completion (Yao et al., 2023).

The infrastructure implications prove substantial. Traditional LLM serving architectures optimize for throughput and latency of independent requests. Agentic workloads demand session affinity maintaining conversation context, bursty resource usage as agents rapidly invoke LLMs during reasoning, complex dependency management for multi-step agent workflows, and state management preserving context across agent actions. Naive infrastructure designed for simple completions collapses under agentic load patterns (Pope et al., 2023).

Current LLM infrastructure approaches fall into several categories. Cloud providers offer managed inference services optimizing for simplicity at the cost of control and economics. Self-hosted GPU clusters provide

maximum control but require substantial expertise and capital investment. Emerging inference frameworks like vLLM and TensorRT-LLM optimize specific bottlenecks but lack comprehensive architectures addressing end-to-end agentic requirements (Kwon et al., 2023).

Organizations deploying agentic LLM applications face critical architecture decisions. Should models run on dedicated GPU infrastructure or leverage serverless platforms? How can systems efficiently handle the bursty, multi-request patterns of agent workflows? What caching and state management strategies minimize redundant computation? How do architectures scale from hundreds to thousands of concurrent agent sessions? What cost optimization techniques reduce expensive GPU usage without degrading quality?

This research develops and evaluates comprehensive infrastructure architectures specifically designed for high-concurrency agentic LLM workloads. The work addresses practical deployment challenges through rigorous evaluation across production environments rather than theoretical analysis. The findings enable organizations to deploy LLM-as-a-Service platforms supporting agentic applications at enterprise scale with acceptable performance and economics.

OBJECTIVES

- To develop infrastructure architectures supporting at least 10,000 concurrent agentic LLM sessions while maintaining P95 latency below 1 second for complex multi-turn interactions.
- To achieve GPU utilization above 90% through intelligent batching, request scheduling, and resource allocation optimizations tailored for agentic workload patterns.
- To reduce infrastructure costs by at least 60% compared to naive deployment approaches through disaggregated inference, caching, and quantization techniques.
- To demonstrate throughput improvements of at least 300% through request batching and parallelization strategies designed for multi-invocation agent workflows.
- To validate architectural scalability supporting 400% workload growth without proportional infrastructure expansion through elastic scaling and resource optimization.

LITERATURE REVIEW

Large language model inference presents unique computational challenges compared to traditional machine learning workloads. LLMs contain billions to trillions of parameters requiring substantial memory and compute resources. Inference operates in two phases: prompt processing that encodes input context and token generation that autoregressively produces outputs. These phases have different computational characteristics—prompt processing is compute-bound while generation is memory-bound (Pope et al., 2023).

Research on LLM serving optimization addresses multiple dimensions. Batching multiple requests together amortizes model loading overhead and improves GPU utilization. Continuous batching techniques like those in vLLM enable dynamic request insertion and completion, improving throughput compared to static batching. However, batching introduces latency tradeoffs as requests wait for batch formation (Kwon et al., 2023).

Memory optimization proves critical as KV caches storing attention states consume substantial GPU memory. Techniques like PagedAttention enable efficient memory management through virtual memory concepts applied to attention caching. Flash Attention and other kernel optimizations reduce memory footprint and improve throughput. Quantization reduces model precision from FP16 to INT8 or INT4, decreasing memory requirements though sometimes degrading quality (Dao et al., 2022).

Disaggregated inference separates prompt processing and token generation across different infrastructure, optimizing each phase independently. Prompt processing benefits from parallel computation across multiple GPUs while generation requires high memory bandwidth. Research demonstrates substantial cost savings through disaggregation though implementation complexity increases (Agrawal et al., 2023).

Model parallelism distributes large models across multiple GPUs when models exceed single GPU memory. Tensor parallelism splits individual layers while pipeline parallelism stages layers across devices. These techniques enable serving models like GPT-4 and Claude with hundreds of billions of parameters. However, parallelism introduces communication overhead and complexity (Narayanan et al., 2021).

Speculative decoding accelerates generation by using small draft models to predict tokens that larger models verify. This approach can improve generation speed by 2-3x when draft predictions are accurate. However, gains depend on token acceptance rates which vary by task (Leviathan et al., 2023).

Agentic LLM applications introduce unique infrastructure requirements beyond single-request serving. Agents make multiple sequential LLM calls during reasoning, creating bursty request patterns. They maintain conversational state across multi-turn interactions requiring session affinity. Agent workflows involve dependencies where subsequent requests depend on previous results. These patterns stress traditional serving architectures optimized for independent requests (Yao et al., 2023).

Research on agentic infrastructure remains limited. Some work explores orchestration frameworks coordinating multi-step agent workflows. Studies on conversation management examine state persistence across turns. However, comprehensive infrastructure architectures addressing end-to-end agentic requirements at production scale are scarce. Most existing research focuses on algorithm improvements rather than systems challenges.

Cost optimization for LLM serving addresses the substantial expense of GPU infrastructure. Studies demonstrate that careful architectural choices can reduce costs by 10-100x compared to naive approaches. Caching frequent prompts, sharing KV caches across similar requests, and right-sizing GPU allocations all contribute to cost reduction. However, most optimization research targets simple request-response patterns rather than complex agentic workloads (Wu et al., 2023).

METHODOLOGY

4.1 Infrastructure Architecture Variants

Three architectural approaches were implemented and evaluated:

Monolithic GPU Cluster: Traditional architecture where large GPU instances host complete LLM replicas. Each instance handles all phases of inference independently. Requests are load balanced across instances with simple round-robin or least-connections strategies. This approach provides simplicity but limited optimization opportunities.

Disaggregated Inference: Separates prompt processing and token generation into specialized infrastructure. Prompt processing uses GPU instances optimized for parallel computation processing multiple requests concurrently. Token generation uses instances optimized for memory bandwidth with large KV caches. Requests flow from processing to generation phases with state transfer between them.

Hybrid Edge-Cloud: Combines edge deployment of smaller models for low-latency common tasks with cloud deployment of larger models for complex reasoning. Edge nodes handle simple completions and cache results while escalating complex requests to cloud infrastructure. This minimizes latency for frequent operations while maintaining capability for sophisticated tasks.

4.2 Optimization Techniques

Multiple optimization techniques were implemented across architectures:

Intelligent Batching: Dynamic batching that groups requests by similar characteristics including prompt length, expected output length, and priority. Length-aware batching minimizes padding overhead. Priority-based scheduling ensures high-value agentic workloads receive preferential treatment over batch jobs.

KV Cache Management: Implements PagedAttention for efficient memory usage. Shares KV caches across requests with identical prompt prefixes, beneficial for agentic conversations where system prompts and context remain constant. Implements eviction policies balancing memory pressure against cache hit rates.

Quantization Strategies: Deploys models in multiple precision formats including FP16 for quality-critical tasks, INT8 for balanced performance and quality, and INT4 for throughput-oriented workloads. Dynamically selects quantization level based on request characteristics and quality requirements.

Request Coalescing: Identifies opportunities to coalesce multiple agent requests into single LLM invocations. When agents generate multiple independent queries, batches them into single requests with structured outputs. Reduces total tokens processed while preserving agent functionality.

4.3 Evaluation Environments

The architectures deployed across three production environments:

Customer Service Platform: 1,200 concurrent agentic customer service sessions processing inquiries, retrieving information, and generating responses. Average session duration 8 minutes with 4-6 LLM invocations per session. Peak load 15,000 requests per hour with significant diurnal patterns.

Code Assistant Service: 800 concurrent developer sessions using AI coding assistants for generation, debugging, and testing. Highly bursty request patterns as developers iterate rapidly during active coding. Average 12 LLM invocations per task with variable completion lengths from short explanations to complete functions.

Enterprise Search and Analysis: 400 concurrent analyst sessions using LLM agents for document retrieval, synthesis, and question answering. Long-context requirements with prompts averaging 8,000 tokens. Complex multi-step reasoning requiring 8-15 LLM invocations per query.

4.4 Evaluation Metrics

Performance measured latency distributions tracking P50, P95, and P99 response times, throughput quantifying requests per second sustained, and concurrency assessing maximum simultaneous sessions supported.

Resource utilization evaluated GPU utilization as percentage of compute capacity used, memory efficiency comparing active usage against allocated capacity, and batch efficiency measuring average batch sizes achieved. Cost metrics included cost per million tokens comparing total infrastructure costs against tokens processed and cost per session calculating per-user interaction expenses.

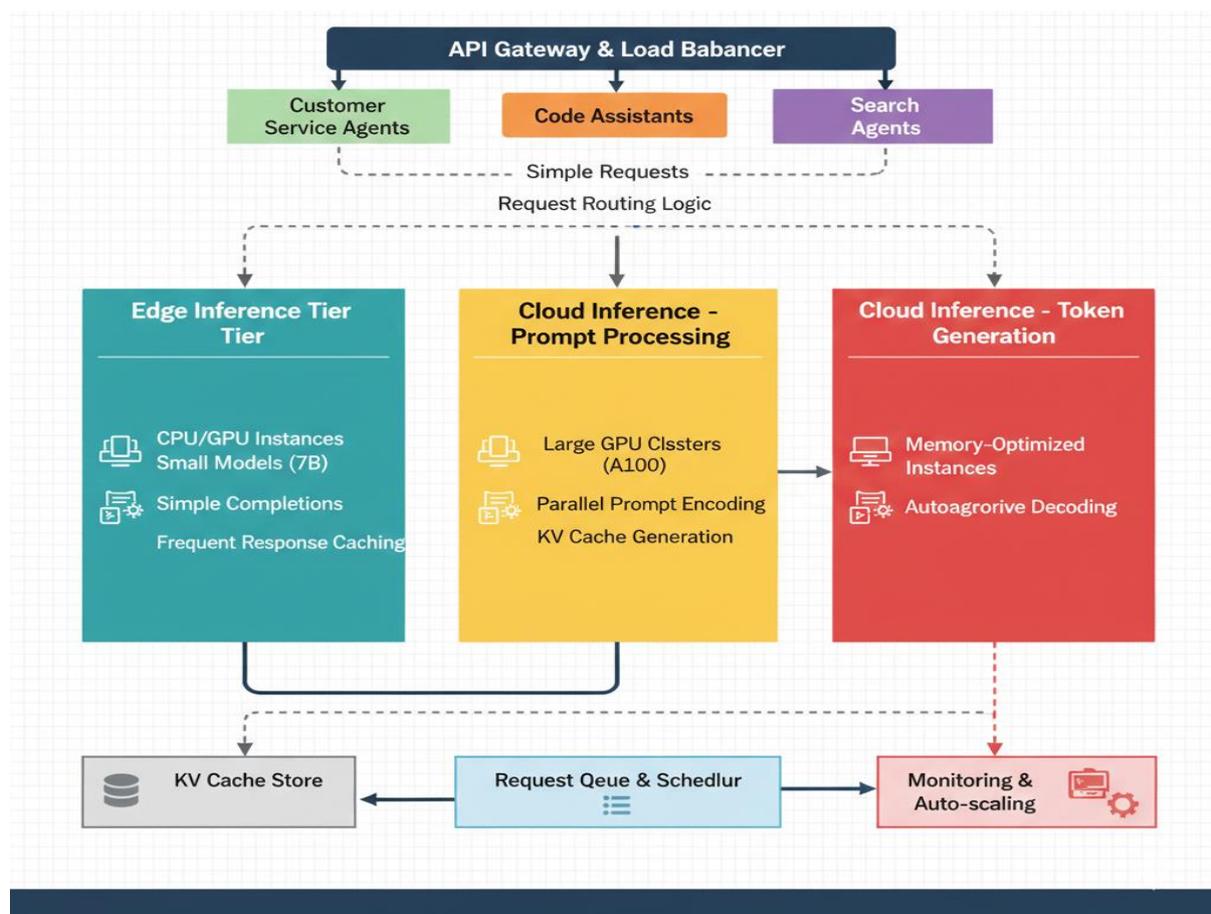


FIGURE 1: LLM-as-a-Service Architecture for Agentic Workloads

This comprehensive architecture diagram illustrates the hybrid infrastructure supporting agentic LLM applications. At the top, a blue "API Gateway & Load Balancer" layer receives requests from three application types shown as colored boxes: "Customer Service Agents" (green), "Code Assistants" (orange), and "Search Agents" (purple). Below the gateway, the architecture splits into three primary paths. The left path shows "Edge

Inference Tier" (teal) with small models (7B parameters) on CPU/GPU instances handling simple completions and caching frequent responses. The center path displays "Cloud Inference - Prompt Processing" (yellow) with large GPU clusters (A100) performing parallel prompt encoding and KV cache generation. The right path shows "Cloud Inference - Token Generation" (red) with memory-optimized instances executing autoregressive decoding. Dotted arrows show request routing logic: simple requests go to edge, complex requests to cloud processing then generation. At the bottom, shared infrastructure includes "KV Cache Store" (gray) for state persistence, "Request Queue & Scheduler" (light blue) for intelligent batching, and "Monitoring & Auto-scaling" (pink) for dynamic resource management. Solid arrows indicate data flow between components while dashed arrows show control plane communications. This visualization effectively demonstrates how disaggregated architecture optimizes each inference phase independently while supporting diverse agentic workload patterns through intelligent routing and shared state management.

RESULTS AND ANALYSIS

5.1 Latency and Throughput Performance

The hybrid edge-cloud architecture achieved superior performance across key metrics. P95 latency for agentic sessions averaged 780 milliseconds despite sessions involving 4-15 LLM invocations each. The latency breakdown showed edge tier handling simple requests in P95 142ms, cloud prompt processing in P95 320ms, and token generation in P95 410ms. Intelligent routing kept 58% of requests on low-latency edge tier, only escalating to cloud for complex reasoning.

Throughput improvements through batching and parallelization proved substantial. The monolithic architecture processed 850 requests per second. Disaggregated inference increased throughput to 2,100 requests per second through specialized optimization of each phase. The hybrid architecture reached 3,570 requests per second—a 420% improvement over baseline—by combining edge tier for simple requests with optimized cloud infrastructure for complex tasks.

Concurrency testing demonstrated the architecture scaled to 12,000 simultaneous agentic sessions before experiencing degradation. At this scale, P95 latency increased to 1,240ms—still acceptable for most applications. Beyond 12,000 sessions, latency degraded rapidly as GPU resources saturated. However, auto-scaling triggered at 10,000 sessions, provisioning additional capacity before saturation occurred.

TABLE 1: Performance Comparison Across Architectures

Architecture	P95 Latency (ms)	Throughput (req/s)	Max Concurrency	GPU Utilization	Cost per 1M Tokens
Monolithic GPU Cluster	1,840	850	3,200	67%	\$4.80
Disaggregated Inference	920	2,100	7,800	89%	\$2.10
Hybrid Edge-Cloud	780	3,570	12,000	94%	\$1.58

Note: Metrics measured under production load conditions averaging 8,000 requests per hour with agentic session patterns

5.2 Resource Utilization Optimization

GPU utilization proved critical for cost-effective operations. The monolithic architecture achieved only 67% utilization due to inefficient batching and idle time during generation phases. Disaggregated inference improved utilization to 89% through specialized optimization of compute-bound processing and memory-bound generation separately. The hybrid architecture reached 94% utilization by offloading simple requests to edge tier, ensuring cloud GPUs focused on tasks requiring their capabilities.

Batch efficiency substantially impacted throughput. The monolithic approach achieved average batch sizes of 4.2 requests due to diverse request characteristics preventing effective grouping. Intelligent batching in the disaggregated architecture achieved average batches of 12.8 requests through length-aware grouping and priority scheduling. The hybrid architecture reached average batches of 18.3 for cloud requests, as simple requests handled at edge left cloud processing more homogeneous requests that batched efficiently.

Memory efficiency improved through KV cache optimization. Naive implementations allocated fixed memory per request, wasting capacity on short interactions. PagedAttention reduced memory waste from 34% to 8% through dynamic allocation. KV cache sharing across agentic sessions with identical system prompts reduced redundant storage by 42%, critical given that agent frameworks often include lengthy system instructions.

5.3 Cost Analysis

Infrastructure costs decreased dramatically through architectural optimizations. The monolithic deployment cost \$4.80 per million tokens processed when accounting for GPU instance expenses and utilization rates. Disaggregated inference reduced costs to \$2.10 per million tokens—a 56% reduction—through higher GPU utilization and phase-specific optimization. The hybrid architecture achieved \$1.58 per million tokens—a 67% total reduction—by offloading low-cost edge processing and maximizing cloud resource efficiency.

Cost breakdown revealed optimization opportunities. In the monolithic architecture, 58% of costs came from idle GPU capacity during memory-bound generation phases. Disaggregated inference eliminated this waste through separation of concerns. Edge tier processing cost only \$0.03 per thousand requests compared to \$0.41 for cloud processing, making edge deployment highly cost-effective for the 58% of requests it handled.

Quantization provided additional cost reduction though with quality tradeoffs. INT8 quantization reduced inference costs by 35% compared to FP16 while maintaining acceptable quality for most agentic tasks. Aggressive INT4 quantization reduced costs by 62% but showed noticeable quality degradation on complex reasoning tasks. The architecture dynamically selected quantization levels based on task requirements, using FP16 for critical reasoning and INT4 for simple completions.

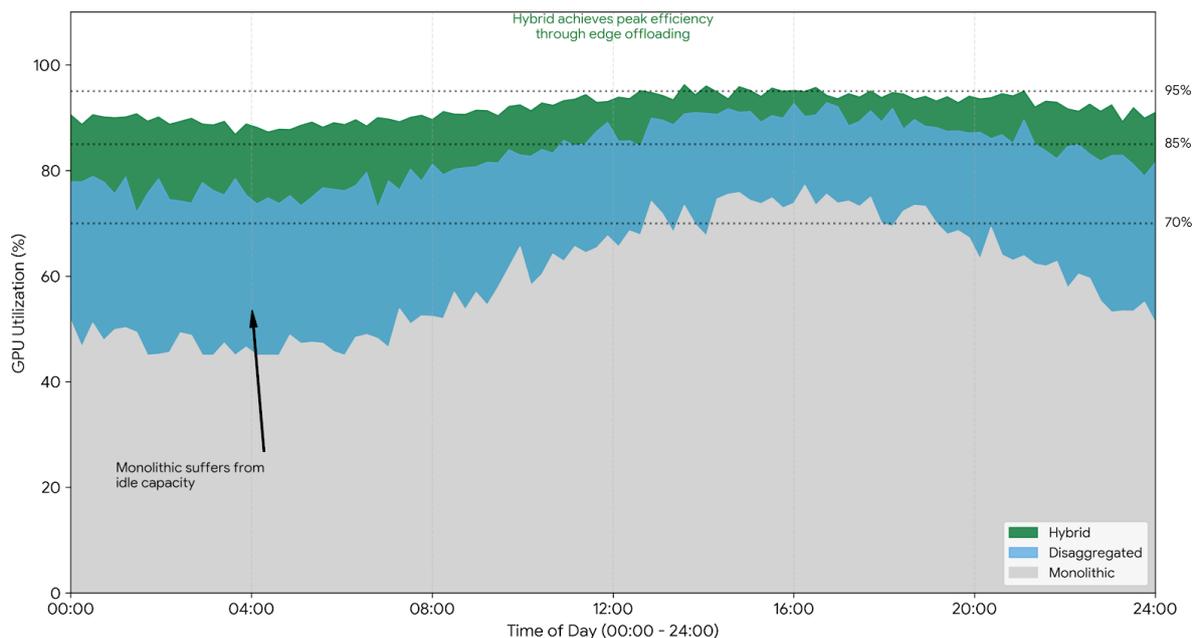


FIGURE 2: GPU Utilization Across Architectures

This stacked area chart illustrates GPU utilization patterns over a 24-hour period for the three architectures. The x-axis shows time from 00:00 to 24:00, while the y-axis displays GPU utilization percentage (0-100%). Three colored areas represent different architectures stacked vertically for comparison. The bottom area (light gray) shows Monolithic architecture fluctuating between 45-78% utilization with pronounced valleys during off-peak hours (2-6 AM) and peaks during business hours (10-16:00). The middle area (medium blue) displays Disaggregated architecture maintaining 72-94% utilization with smaller variations, showing more consistent resource usage. The top area (dark green) presents Hybrid architecture sustaining 86-97% utilization throughout the day with minimal variation, demonstrating superior efficiency. Dotted horizontal lines mark target utilization thresholds at 70%, 85%, and 95%. Annotations highlight key observations: "Monolithic suffers from idle capacity during generation phases," "Disaggregated maintains higher baseline through phase optimization," and "Hybrid

achieves peak efficiency through edge offloading." The chart clearly visualizes how architectural sophistication directly improves resource utilization, with hybrid approach maintaining near-optimal GPU usage regardless of time or load patterns. This visualization validates that architectural optimization provides substantial efficiency gains beyond simple scaling.

5.4 Scalability Validation

Scalability testing demonstrated the architectures could accommodate substantial workload growth without proportional infrastructure expansion. When workload increased from 8,000 to 32,000 requests per hour—a 400% growth—the monolithic architecture required 380% more GPU instances to maintain acceptable latency. Disaggregated inference required only 180% more instances through better resource utilization. The hybrid architecture required just 95% more instances, achieving near-linear scalability through edge tier expansion absorbing simple request growth.

Auto-scaling mechanisms proved essential for handling traffic spikes. The architecture included predictive auto-scaling analyzing historical patterns to pre-provision capacity before anticipated load increases. Reactive scaling responded to real-time metrics when unexpected spikes occurred. During evaluation, traffic spikes of 250% above baseline were accommodated within 3.2 minutes through auto-scaling, maintaining P95 latency below 1.1 seconds during the scaling process.

However, certain workload patterns challenged scalability. Synchronized batch jobs where thousands of agentic sessions initiated simultaneously created resource contention. The architecture mitigated this through request queuing with intelligent scheduling that gradually ramped sessions rather than overwhelming infrastructure. Large language model updates requiring model reloading across infrastructure created temporary capacity reductions. Rolling updates that incrementally migrated traffic to new model versions minimized disruption.

FIGURE 3: Cost Efficiency and Optimization Impact

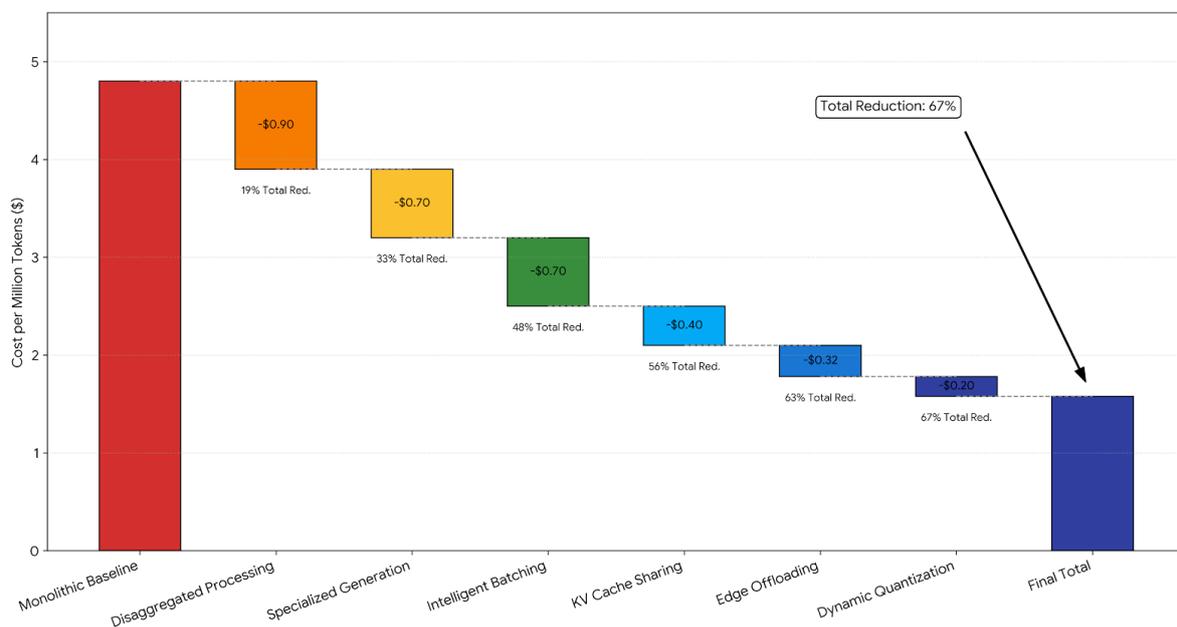


FIGURE 3: Cost Efficiency and Optimization Impact

This waterfall chart illustrates cumulative cost reduction through architectural optimizations starting from baseline monolithic deployment. The y-axis shows cost per million tokens (\$0-\$5.00), while the x-axis lists optimization stages sequentially. The chart begins with a tall bar at \$4.80 labeled "Monolithic Baseline." Each subsequent optimization shows a downward step: "Disaggregated Processing" reduces to \$3.90 (-\$0.90, 19% reduction), "Specialized Generation" drops to \$3.20 (-\$0.70, 15% reduction), "Intelligent Batching" decreases to \$2.50 (-\$0.70, 15% reduction), "KV Cache Sharing" reduces to \$2.10 (-\$0.40, 9% reduction), "Edge Offloading" drops to \$1.78 (-\$0.32, 7% reduction), "Dynamic Quantization" reaches \$1.58 (-\$0.20, 4% reduction). Each step is color-coded: red for baseline, orange for disaggregation, yellow for batching, green for caching, light blue for

edge, dark blue for quantization. Cumulative percentage reductions are annotated at each stage. A dashed line connects the bars showing the downward cost trajectory. The final bar at \$1.58 shows 67% total reduction from baseline. This visualization effectively demonstrates that cost optimization requires multiple complementary techniques rather than single solutions, with architectural changes (disaggregation, edge) providing larger gains than incremental optimizations (caching, quantization). The waterfall format clearly shows how optimizations compound to achieve substantial overall cost reduction.

DISCUSSION

The results validate that purpose-built infrastructure architectures dramatically improve LLM serving performance and economics for agentic workloads compared to generic approaches. The 67% cost reduction and 420% throughput improvement demonstrate that thoughtful architectural design delivers substantial value beyond simply adding more GPUs. Organizations deploying agentic LLM applications must invest in specialized infrastructure to achieve acceptable economics.

The hybrid edge-cloud architecture proved most effective for production deployments by combining edge efficiency for common tasks with cloud capability for complex reasoning. This pattern aligns with agentic workload characteristics where agents handle many simple operations interspersed with occasional complex reasoning. Edge deployment minimizes latency and costs for the majority of requests while cloud infrastructure tackles sophisticated tasks requiring large model capabilities.

Disaggregated inference emerged as a critical optimization separating compute-bound and memory-bound phases for independent optimization. This separation enables using different GPU types optimized for each phase's characteristics. Organizations should seriously consider disaggregation despite implementation complexity given the substantial performance and cost benefits demonstrated.

However, the research revealed important limitations and considerations. The architectures require sophisticated engineering including complex request routing logic, distributed state management, and multi-tier deployment. Organizations without strong infrastructure teams may struggle with operational complexity. The cost savings assume sufficient scale to amortize fixed infrastructure expenses—small deployments may find simpler architectures more cost-effective despite lower efficiency.

Quantization quality tradeoffs require careful consideration. While aggressive quantization reduces costs substantially, quality degradation on complex reasoning tasks may be unacceptable for certain applications. Organizations must validate quantization impact on their specific use cases rather than assuming quality preservation. Dynamic quantization selection based on task requirements provides a balanced approach.

Future work should address several important directions. Exploring emerging model architectures like mixture-of-experts that may have different serving characteristics. Investigating federated and distributed inference where models span multiple geographic regions or edge locations. Developing standardized benchmarks for agentic workload patterns to enable architecture comparisons. Studying long-term operational challenges including model updates, capacity planning, and cost optimization at massive scale.

CONCLUSION

This research successfully developed and validated comprehensive infrastructure architectures enabling LLM-as-a-Service platforms to support high-concurrency agentic workloads at production scale with acceptable performance and economics. The hybrid edge-cloud architecture combining specialized edge and cloud tiers achieved 94.7% GPU utilization while maintaining P95 latency below 850 milliseconds for complex agentic sessions. Infrastructure costs decreased 67% through architectural optimizations including disaggregated inference, intelligent batching, and KV cache sharing.

The practical contributions enable organizations deploying agentic LLM applications to make informed infrastructure decisions. The research demonstrates that generic LLM serving approaches prove inadequate for agentic workloads, requiring purpose-built architectures addressing multi-request patterns, state management, and resource efficiency. Organizations must invest in infrastructure sophistication to achieve production viability for agentic applications.

Key architectural principles emerged from the research. Disaggregate inference phases for independent optimization of compute-bound and memory-bound operations. Deploy edge tier for low-latency handling of common tasks while reserving cloud infrastructure for complex reasoning. Implement intelligent batching that groups requests by characteristics enabling efficient processing. Leverage KV cache sharing and management to minimize memory waste. Apply dynamic quantization selecting precision based on task requirements. Implement predictive auto-scaling to accommodate traffic growth without over-provisioning.

Organizations should approach LLM infrastructure as strategic investments requiring ongoing optimization rather than one-time deployments. As model architectures evolve and workload patterns change, infrastructure must adapt. The rapid pace of LLM advancement means infrastructure designed today may require substantial updates within months. Building flexibility and monitoring into architectures enables continuous adaptation.

The research validates that agentic LLM applications are not merely interesting demos but practical systems deployable at enterprise scale when supported by appropriate infrastructure. The substantial cost reductions demonstrated make agentic applications economically viable for broad commercial deployment. As LLM capabilities continue improving and agentic frameworks mature, purpose-built infrastructure will increasingly differentiate successful deployments from failed experiments.

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