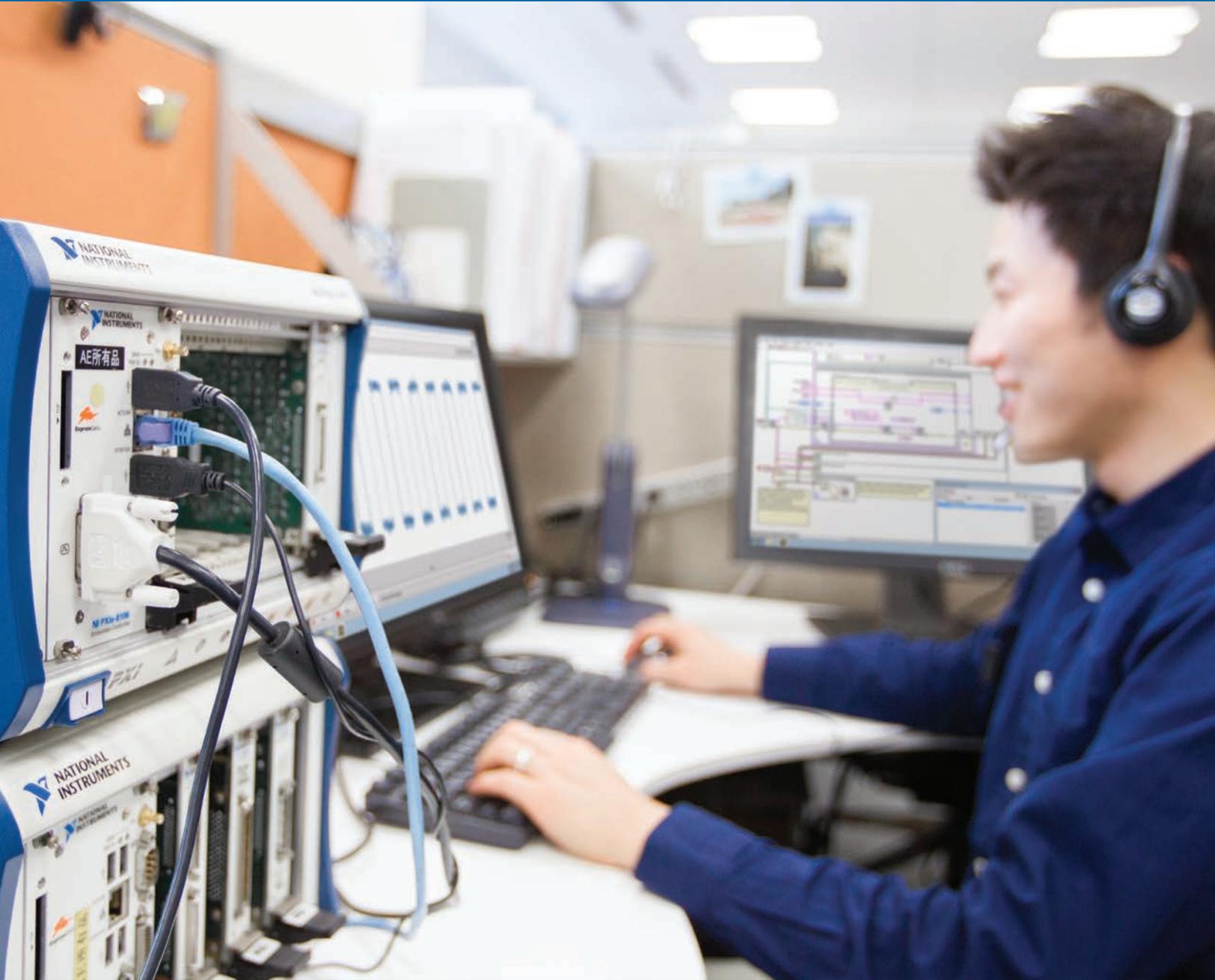


NI Services



Service You Can Trust



Success You Can Measure

NI delivers services as part of its commitment to your success in efficiently designing, developing, and maintaining high-quality measurement and control systems. With a vast network of support and services as well as over 800 partners worldwide, NI serves individual engineers, large organizations, integrators, OEMs, and more. NI can guide you on a path to success by giving you the flexibility to choose the level of service that is best for you.

“Everyone at NI, from support engineers to the direct sales engineers, has in-depth technical and business knowledge of their product lines. It has truly been a pleasure working with such a supportive and professional group.”

—Robert Stewart, Senior Vice President, Supreme Electrical Services Inc.

Innovate With Confidence

Design and develop your application with confidence knowing that NI services provide the tools to help you build proficiency faster, accelerate productivity, and save development time.

Leverage Expertise

Get the level of support you need, ranging from technical support to deploying and managing systems, with access to world-class NI engineers and an extended network of over 800 Alliance Partners.

Ensure System Success

Maximize the return on your investment, optimize maintenance planning, and reduce the total cost of ownership.

Global Services and Support

NI complements its industry-leading software and hardware tools and systems with a variety of services and support solutions that extend worldwide. A strong network of integrated resources and a tightly knit community of NI engineers and partners are ready to make your entire services and support experience seamless and successful.



Training and Certification

Product Services

Professional Services

Enabling Success Every Step of the Way

Take advantage of product services, training and certification programs, and professional services that meet your needs during each phase of the application life cycle—from planning and development through deployment and ongoing maintenance.

Training and Certification

Try the most effective way to increase your productivity and efficiently develop robust, maintainable applications.

- Multiple training formats
- Customized training paths
- Online training
- Professional certifications

Product Services

Leverage benefits that span across a broad software, hardware, and system services portfolio that meets the full spectrum of application needs. These services are delivered through a comprehensive, tiered program to provide you with flexible choices.

Standard Service Program (SSP)

Reduce costs and development time with:

- Technical Support
- Access to Online Training
- Software Updates/Upgrades
- Hardware Maintenance
- System Assembly

Premium Service Program (PSP)

For critical application needs that demand a faster response, access SSP entitlements plus offerings such as:

- Extended Hours Technical Support
- Expanded Online Training Access
- Advanced Replacement for Hardware and Systems
- License Management

PremiumPlus Service Program (PPSP)

When you require flexible service capabilities, NI offers the following customizable service options for large organizations or deployments:

- Custom Support Options
- Unlimited NI Software Access
- On-Site Calibration
- Sparing and Repair Management
- Long-Term Application Support

Professional Services

An experienced team of NI engineering professionals and Alliance Partners are ready to tackle any challenge you face to ensure your success.

- Prototyping and feasibility analysis
- Consulting and development assistance
- Full system integration



Training and Certification

Training and certification are effective ways to increase productivity, develop powerful applications, and create reusable code. Training courses are developed and taught by NI engineers, and NI certifications help demonstrate technical growth and validate skills.

Spend 50%

less time on application development

Spend 43%

less time on code maintenance

Reduce Development Time and Costs

NI training is a proven way to learn faster and develop quicker.

- Multiple training delivery formats help engineers accommodate time constraints, budget, and personal learning preferences
- Easy accessibility means you can obtain training at facilities worldwide, on-site at your company, or online

Validate Your Expertise

Join over 16,000 NI certified professionals who report certification benefits such as improved job prospects, work quality, and project opportunities.

- NI certifications are available from Architect to Associate Developer levels
- Standardized skill assessments and goals can be established within your organization



Product Services for Software

Service Programs for Software help development teams of all sizes maximize the use of NI software by providing services such as technical support, software updates, training options, and license management.

90% of Customers Are

satisfied/very satisfied with NI technical support

More Than 40 Countries

provide support from degreed engineers

Reduce Development Time

NI applications engineers (AEs) are ready to help via phone and email. AEs assist with:

- Getting started **(SSP)**
- Troubleshooting tough issues **(SSP)**

Increase Proficiency

Learn at your own pace and prepare for certification exams with online training courses.

- Courses for most NI software **(SSP)**
- Expanded online training access **(PSP)**

Access the Latest Technologies

Maintain your software and ensure long-term success and use of the latest NI hardware.

- NI software upgrades and updates **(SSP)**
- Shipments sent directly to you and downloadable at any time **(SSP)**

Streamlined Asset Management

Adhere to internal licensing policies and increase the ease of auditing.

- Flexible licensing models that allow technical leadership to manage assets centrally **(PSP)**
- Unlimited access to NI software to meet the needs of global enterprises **(PPSP)**

(SSP)—Standard Service Program

(PSP)—Premium Service Program

(PPSP)—PremiumPlus Service Program

ni.com/services/software



Product Services for Hardware and Systems

Service programs for hardware and systems help you maximize the return on your investment by optimizing maintenance planning and reducing the total cost of ownership. These programs are essential for those who want to protect their investments.

Save Up to 10 Days

of downtime with advanced replacement

Save Up to 90%

of repair costs with a service program

Minimized Downtime

NI repair services help keep your system up and running to maximize ROI over the life of your application.

- Eliminate wasted time and procurement red tape by prepurchasing maintenance service through a service program **(SSP)**
- Save 10 days of downtime caused by repair needs with Advanced Replacement, which guarantees that a replacement product is shipped upon failure **(PSP)**

Lowest Cost of Ownership

Maintain your system's peak performance over the life of your application while locking in repair and calibration costs.

- Standard warranty durations of three or five years can save you up to 90 percent versus single repairs **(SSP)**
- Multiyear discounts can save you up to 25 percent on calibration **(SSP)**
- System standardization on a specific software set helps you avoid costs incurred from compatibility issues **(SSP)**



Measurement Accuracy

Calibrate your hardware to ensure applications function at their best by complying with ISO 9001 standards and other quality management standards.

- **Traceable Calibration:** As Found/As Left data and traceability to SI units **(SSP)**
- **Compliant Calibration:** As Found/As Left data, plus performed at an accredited laboratory **(SSP)**
- **ISO 17025 Accredited Calibration:** As Found/As Left data, performed at an accredited laboratory, plus detailed measurement uncertainty and the local accreditation body logo is included **(SSP)**
- **On-Site Calibration:** Calibration services are delivered at your site **(PPSP)**

Application Longevity

Keep your application's life cycle active for as long as you need it.

- Scheduled life-cycle assessments to provide guidance on product status and help you plan for your application **(PPSP)**
- Service agreements to ensure form, fit, and function of hardware remain consistent **(PPSP)**

Shortest Time to Measurements

Shorten time to first measurement by using services to customize systems with installation options, warranty coverage plans, calibration certifications, and system-specific documentation that exceed typical "out of the box" expectations and meet application life-cycle requirements.

- Customize your system to meet your unique application requirements **(SSP)**
- Get your application started faster by talking to an applications engineer **(SSP)**
- Accelerate your productivity by taking advantage of system assembly to your configuration **(SSP)**
- Save up to eight hours with software preinstalled from the factory **(SSP)**



Professional Services

NI and our extensive network of Alliance Partners provide a wide range of professional services so that together, we can assist you with prototyping, feasibility analysis, consulting, and systems integration.

Over 800

Alliance Partners worldwide

Extensive Expertise

More than 800 Alliance Partners are available around the globe, with expertise in numerous industries and application areas. They offer a wide range of services, from hourly consulting and advisement to the design, implementation, and delivery of integrated solutions. Alliance Partners are experts in using NI software and hardware platforms to help you solve your toughest challenges. These partners specialize in:

- Personalized consulting
- Turnkey systems
- Product development

Accelerated System Development

During your system design, NI engineers are available to consult with you, provide start-up assistance and architectural reviews throughout the development process, and answer questions about using NI products to solve specific application challenges. Take advantage of our global applications and systems engineers' knowledge of NI products to quickly and efficiently design, develop, and deploy your applications.

- Design consulting
- Start-up assistance
- Architectural reviews



“The support group has been fantastic! I have been an engineer for 30 years, and this level of support is among the best I have ever received; it is virtually unheard of from current software vendors. Many thanks for making my job more productive.”

—Michael Rosenfield, Test Engineer, TST Inc.

Global Technical Support

NI delivers timely and professional support to its customers. The knowledge, experience, and responsiveness of hundreds of NI engineers in more than 40 countries ensure a fast and thorough solution to your issue. Whether you are a small business or a multinational enterprise, the NI support staff is just a phone call or an email away.

Technical Resources

In addition to NI's technical support programs, visit ni.com/support and ni.com/zone to access volumes of self-help technical information including:

- Application tips and case studies
- Example programs and frequently asked questions
- Troubleshooting wizards, user forums, and developer communities

Choose Your Level of Service

Product Services for Software, Hardware, and Systems				ni.com/services
Service Levels	Standard Service Program (SSP)	Premium Service Program (PSP)	PremiumPlus Service Program (PPSP)	Pay Per Incident
Software	Professional Technical Support	Standard+	Unlimited Software Access	General Phone/Email Support
	Software Upgrades and Updates	Asset Management Tools	Customized Training Plans	—
	Online Training Courses	Flexible License Use	Advanced Support Options	—
	Access to Previous Software Versions	Expanded Online Training Access	—	—
Hardware	Repair	Standard +	Life-Cycle Management	Calibration
	Optional Calibration	Advanced Replacement*	Custom Maintenance Plans	Repair
	30-Day Start-Up	—	Consulting	—
	3-, 5-Year Coverage	—	—	—
Systems	Assembly, Software Installation, and Test	Standard +	Custom Assembly, Installation, and Test	Calibration
	Getting Started Support and Documentation	Advanced Replacement*	Consulting	Repair
	Custom Recovery Image	System RMA	Managed Sparing	—
	Repair	—	On-Site Services	—
	Optional Calibration	—	Guaranteed Response Times	—
	3-, 5-Year Coverage	—	Life-Cycle Services	—

*availability varies by region

Training and Certification				ni.com/training
NI Training and Certification is the most effective way increase your productivity and ability to efficiently develop robust, maintainable applications with NI products.				
Multiple Training Formats	Customized Training Paths	Online Training	Professional Certifications	

Professional Services Delivered by NI Engineers and Alliance Partners			ni.com/services/consulting
Prototyping and Feasibility Analysis	Consulting and Development Assistance	Full System Integration and Development	

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