NI Global Services

ni.com/services

NATIONAL INSTRUMENTS

Committed to Your Success

National Instruments provides global services and support as part of our commitment to your success in efficiently building and maintaining high-quality measurement and control systems using graphical system design. National Instruments complements its industry-leading software and hardware tools with a variety of services and support solutions that extend worldwide. Take advantage of product services in addition to training and certification programs that meet your needs during each phase of the application life cycle—from planning and development through deployment and ongoing maintenance. NI services increase development productivity and help you achieve long-term success.

NI Global Services

Innovate With Confidence | Reduce Development Time | Minimize Long-Term Maintenance Costs

Software Services

Software Subscriptions
Volume Programs
Enterprise Agreements

Maintenance Services

Warranty and Repair
Calibration
System Services

Training and Certification

Product Training
Custom Training Plans
Professional Certifications

Solution Services

Managed Services
Consulting Services
Custom Engineering
System Integration

"*We are very pleased with the quality of products and support we have received from NI. NI has handled our technical issues with urgency and followed through to help us complete our application. 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.**

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Software Services

NI provides a variety of services to help you leverage the latest technologies, save time troubleshooting, and increase your proficiency. The Standard Service Program (SSP) is a renewable one-year subscription included with almost every NI software product. With this service, you can maximize your software investment by:

- Saving time with direct access to technical support from NI applications engineers
- Increasing proficiency with 24/7 access to self-paced online training modules
- Staying current with automatic software upgrades and maintenance releases

Volume Programs

Using the NI Volume License Program, you can take advantage of SSP, simplify license management with the NI Volume License Manager, build a user community within your organization, and streamline your software budgeting and purchasing. The Volume License Program is available for small groups, sites, or entire organizations with five or more licenses of an application software package. Visit **ni.com/ssp** for more information.

> "*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.**

Hardware Services

The systems you build with NI technology will likely live for many years. NI helps you identify your systems' accuracy and reliability requirements and provides warranty, sparing, and state-of-the-art calibration services to help you maintain accuracy and minimize downtime over the life of your system.

Warranty and Repair

All NI hardware features a one-year standard warranty that is extendable up to five years, so you can fix your hardware maintenance costs and avoid the complication of unexpected expenses in the future. NI offers repair services performed in a timely manner by highly trained factory technicians using only original parts at a National Instruments service center.

Calibration

Through regular calibration, you can quantify and improve the measurement performance of an instrument to:

- Reduce quality concerns
- Increase production yields
- Comply with national and international standards

NI provides calibration services as well as both manual calibration procedures and automated calibration software to help you calibrate products yourself.

System Services

NI system assurance programs offer the fastest, easiest way to get your new NI Compact FieldPoint, CompactRIO, or PXI system up and running. Delivered fully assembled and tested, your system includes courtesy installation of standard driver sets and application development environments, an extended warranty, and custom documentation. Visit **ni.com/services** for more information.

Training and Certification

Be confident you have the skills you need to design and develop high-quality applications that will scale as your projects evolve. The NI training and certification program is the most effective way to increase application development proficiency and productivity using NI software and hardware. Customers who took NI training report 66 percent faster learning of development skills, 50 percent faster development of applications, and 43 percent less time spent on maintaining and troubleshooting applications.

Training Formats to Suit Your Needs

Find a training format to suit your needs. Choose from courses in multiple languages and formats, including instructor-led classes in facilities worldwide, courses on-site at your facility, online courses, and self-paced courses. Visit **ni.com/training/options** to see the formats in detail.

Self-Paced	Instructor-Led		
Online Prerecorded modules viewable at **ni.com**	Online 1 to 4 day classes held live remotely	Regional 1 to 3 day classes held at training facilities	On-Site 1 to 3 day classes held at your location

Custom Training Paths to Fit Your Application

As the size, complexity, and criticality of your application increase, the knowledge and skills you need to be successful change. Because of this, we've developed custom paths that help you navigate what you'll need to know as you move from project to project. Our Skills Guide assists you in identifying the proficiency requirements of your current application and gives you options for obtaining those skills consistent with your time and budget constraints and personal learning preferences. Visit **ni.com/skills-guide** to see these custom paths.

Professional Certifications to Validate Your Expertise

Join the ranks of the more than 10,000 engineers with NI professional certifications. Many have attributed their improved job prospects, work quality, project opportunities, and even promotions directly to their certifications. Certifications are available at Architect and Developer levels for NI LabVIEW, NI TestStand, and NI LabWindows™/CVI, as well as an Associate Developer level for LabVIEW. Visit **ni.com/training/certification** to learn more.

Value-Added Services

National Instruments offers a variety of value-added services designed to meet the needs of companies of all sizes. The experienced team of NI engineering professionals and Alliance Partners is ready to tackle any challenge you face and ensure your success.

Technical Support Programs

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

Professional Services

The NI professional services team consists of highly skilled NI applications and systems engineers. From design and specification to start-up assistance, design review, and integration of third-party software and hardware, you can take advantage of the team's knowledge of NI products and applications when developing and deploying your solution.

Partner-Provided Services

The worldwide National Instruments Alliance Partner Network features more than 700 independent consultants and integrators that provide consulting, complete system integration, and solution development services. These partners, who have developed close working relationships with NI over the years, are recognized for their broad product knowledge and extensive application experience.

Global Support

As a global corporation, National Instruments delivers worldwide support to its customers. This support leverages the knowledge and experience of hundreds of NI engineers in more than 40 countries to ensure you a timely, thorough solution to your hardware or software issue.

- ● Applications Engineer Locations
- ▲ Service Center Locations
- ■ System Engineering Locations
- ★ R&D Locations

Applications Engineer Locations
NI applications engineers are located in more than 40 countries and deliver technical support on NI products via phone and email during local business hours.

Systems Engineering Locations
NI systems engineers, located around the world, assist customers in finding the best technology products to ensure maximum productivity, adhere to application specifications, and minimize investment cost.

Service Center Locations
With sites in North America, Europe, and Asia, the NI network of service and repair depots provides the service you need wherever and whenever you need them.

R&D Locations
NI R&D locations around the world facilitate the efficient exchange of information between applications engineers and different R&D groups to quickly determine a solution.

Visit **ni.com/services** for:

- **Software Services**
  Maximize your investment and reduce development time.

- **Hardware Services**
  Protect your investment, reduce long-term maintenance costs, and minimize downtime.

- **Training and Certification**
  Increase application development proficiency and productivity using NI software and hardware.

- **Value-Added Services**
  NI engineers and partners are ready to tackle your challenges and ensure your success.
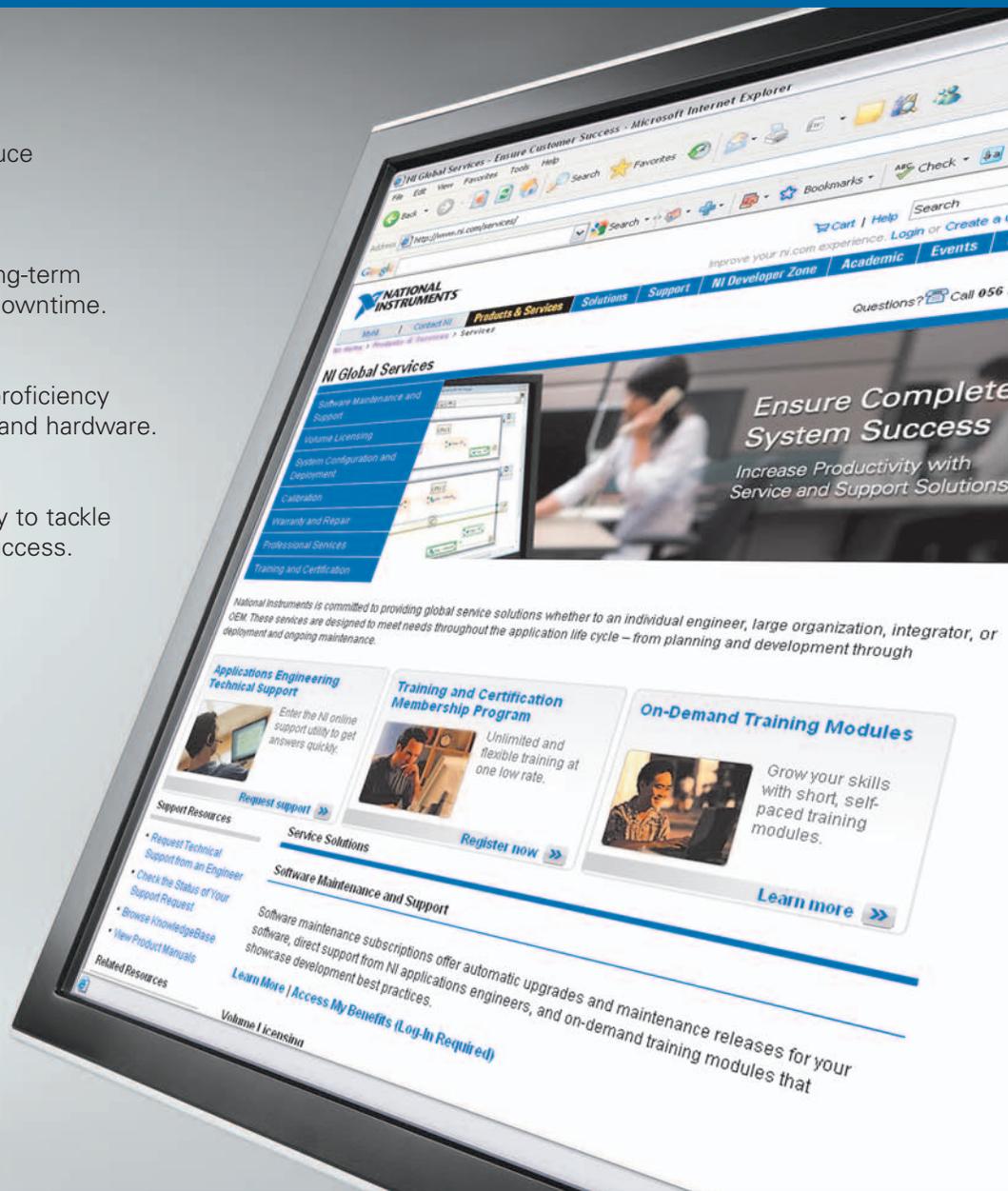
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