



National Instruments
Austin, TX
www.ni.com

Industry:

High Technology

Annual Revenue:

US\$820 million

Employees:

5,100

Oracle Products & Services:

Oracle SOA Suite
Oracle BPEL Process Manager
Oracle Integration and Enterprise
Service Bus

“Oracle SOA Suite, including Oracle BPEL Process Manager, is fundamental to our new standards-based reference architecture—helping us gain efficiencies through reusability and the ability to combine services into new composite applications and to loosely couple services through a standard interface. We are now streamlining delivery of valuable new services and tools to our employees, customers, and partners.” – Randall Lowe, IT Applications Manager, National Instruments

National Instruments Improves Process Efficiency and Data Access with Service-Oriented Approach

National Instruments (NI) transforms the way engineers and scientists design, prototype, and deploy systems for test, control, and embedded design applications. More than 30,000 companies use NI open graphical programming software and modular hardware to simplify development and reduce time to market.

Challenges

- Create a new standards-based reference architecture to help NI respond to growing internal and external requirements to expose additional applications and data to the Web
- Enable employees in various locations as well as customers and partners to have secure, real-time access to reliable data from disparate back-end systems
- Improve the efficiency and productivity of IT teams to accelerate the development of new integrations and services

Solution

- Adopted a service-oriented architecture (SOA) approach—standardizing IT development policies and methods while facilitating service reuse across various departments and groups
- Deployed Oracle BPEL Process Manager in five months to provide NI with a comprehensive infrastructure to reduce the cost and complexity of process integration initiatives
- Gained the ability to reuse service blocks to enable efficient implementation of Web-based services for pricing, shipping, and customer service
- Increased customer insight into the status of service requests by providing access to service ticket data via the NI Web site
- Improved integration between multiple inventory management applications—automating shipments between organizations and increasing data reliability
- Consolidated customer data in a centralized hub that enabled NI to efficiently capture data from multiple sources in real-time
- Enabled NI to accurately identify and deliver information to customers, while eliminating spam messages previously caused by duplicate data entry
- Gained the ability to easily integrate new data sources into the customer data hub—ensuring system scalability
- Accelerated project timelines through the ability to quickly introduce data to the Web site and reuse services