



PRESS RELEASE

NETWORK DYNAMICS, INC. AWARDED GLOBAL SERVICE CONTRACT FROM VISUAL NETWORKS

Tampa, FL and Rockville, MD – July 15, 2004 – Network Dynamics, Inc., a network technology and life cycle solutions provider, announced today it has been selected by Visual Networks® (Nasdaq: VNWK), a leading provider of performance management solutions, to be its global network service provider. NDI will provide onsite technical and logistics support to more than 1,500 of Visual Networks' domestic and international Visual UpTime *Select* customers. Visual Networks' expects this number to grow dramatically over the next several years, both in the United States and internationally.

As part of the contract, NDI will provide numerous onsite services including installation and troubleshooting support, as well as a customized spares management program to meet Visual Networks' specific service requirements. Some of NDI's national and international depot and logistics centers are located in major metropolitan areas including Tampa, Chicago, New York, Dallas, Los Angeles and Toronto.

“We are extremely pleased to be selected as Visual Networks' strategic partner for support delivery to their customers,” said Jim Bradshaw, president and CEO of Network Dynamics, Inc. “This agreement is the beginning of an outstanding business relationship that will certainly expand to our mutual benefit, and more importantly, allow Visual Networks to better serve its large global base of customers.”

“After evaluating several network service providers, we found that NDI offered the best combination of price and service for our requirements,” said Wayne Fuller, executive vice president of operations for Visual Networks. “We are excited about working with NDI and are confident the partnership will allow us to continually provide the kind of support that our Visual UpTime *Select* customers deserve.”

Network Dynamics won the highly competitive bid, to provide 24 x 7 onsite support with four-hour response to Visual Networks' domestic customers, and 24 x 7 onsite support with next business day response to their international customers. Web-based services and online functionality, including trouble ticket tracking and management, will be provided as part of the service agreement between the two companies.

About Network Dynamics, Inc. (NDI)

Network Dynamics, Inc. is a network technology and life cycle solutions provider that offers its customers a comprehensive suite of product and service solutions including network implementation, custom network support, managed services, consulting services and secondary market equipment. With a state-of-the-art customer support center, an available field staff of over

1,000 technicians and a network of over 100 depot and logistics centers nationwide, NDI helps customers develop the best network solution possible for their business – solutions for a world of change.

For more information about NDI and its services, visit www.ndiwebsite.com, or call (813) 818-8597.

About Visual Networks

Visual Networks was recognized as a World Class Winner in Network World's recent network management product review (<http://www.nwfusion.com/reviews/2003/1006rev.html>) and has the broadest suite of proven performance management solutions that help enterprise customers manage the delivery of mission-critical applications across their underlying infrastructure. Visual Networks' products increase application and network availability, optimize the use of bandwidth, and reduce operating costs across traditional and new IP-based infrastructures. The world's leading service providers and enterprises are using Visual Networks' award-winning products. To find out more, call 1 (800) 240-4010.

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