

Press Contact:

Ann Schaner
Network Dynamics, Inc.
800-638-8481
aschaner@ndiwebsite.com

Network Dynamics, Inc. Recognized by Cisco for Excellence in Customer Satisfaction in USA

Oldsmar, Florida – August 11, 2009 – Network Dynamics Inc. (NDI) announced today that it has achieved a Customer Satisfaction Excellence Gold Star from Cisco. This designation recognizes NDI for delivering outstanding customer service to customers in the U.S.

”NDI is honored to receive this recognition because satisfied customers are the heartbeat of our business,” said Jim Bradshaw, President/CEO of Network Dynamics.

“Customer service is a cornerstone of the [Cisco Resale Channel Program](#). We are pleased to recognize and congratulate Network Dynamics for achieving outstanding customer satisfaction,” said Edison Peres, senior vice president of the worldwide channels go-to-market group at Cisco.

Cisco measures the customer satisfaction levels achieved by its Gold, Silver, and Premier Certified partners based on regional target goals, providing a weighted average of a partner's pre- and post-sales support over a rolling 12-month period. Partners that achieve outstanding customer satisfaction are awarded the Customer Satisfaction Excellence Gold Star and can be found using the advanced search menu in the [Cisco Partner Locator](#).

The Cisco Resale Channel Program provides a framework for partners to build the sales, technical, and Cisco Lifecycle Services skills required to deliver Cisco solutions to end customers. Through the program's specializations and certifications, Cisco recognizes a partner's expertise in deploying solutions based on Cisco advanced technologies and services. Using a third-party audit process, the program validates partner qualifications such as technology skills, business best practices, customer satisfaction, and presales and postsales support capabilities - critical factors in choosing a trusted partner.

Find More Information Online:

[Cisco Certified Partners](#)

[Customer Satisfaction](#)

About Network Dynamics, Inc.

Network Dynamics, Inc. (<http://www.ndiwebsite.com>), a network technology and lifecycle solution provider, specializes in designing, implementing, maintaining and managing mission-critical networks for corporate enterprise clients, network equipment manufacturers, carriers and integrators throughout North America and most major international markets. NDI applies its expertise in routing and switching, wireless LAN, VPN security, and IP communications technologies to create cost-effective, single-source hardware and service solutions to meet its customers' individual needs. With a state-of-the-art network assurance and staging lab along with a customer support center, a field staff of over 1,000 technicians and a network of over 100 depot and logistics centers, NDI offers its customers "Solutions for a World of Change." For more information about NDI and its services, visit www.ndiwebsite.com.

Cisco, the Cisco logo and Cisco Systems are registered trademarks of Cisco Systems Inc. in the United States and certain other countries.

###