



## AspenTech Wins Third Consecutive Award for Outstanding Customer Service and Support

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### ***Annual STAR Awards recognize customer service excellence in the IT industry***

CAMBRIDGE, Mass.--(BUSINESS WIRE)--Feb. 17, 2004-- Aspen Technology, Inc. (Nasdaq: AZPN) today announced that its Customer Support Group has earned the STAR Award from the Service and Support Professionals Association (SSPA) for the third consecutive year. The award recognizes the AspenTech team for providing exemplary customer support in the Complex Support Applications category.

"AspenTech is both honored and excited to have received the SSPA STAR Award for the third consecutive year," said David McQuillin, President and CEO of AspenTech. "Our Support team is totally dedicated to customer success, and provides support for some of the most complex, mission-critical solutions in the software industry. Winning the STAR Award once again reflects our commitment to continuously improving the service we deliver, and ensuring that AspenTech's process industry customers realize maximum value from our solutions."

AspenTech's Global Customer Support team is comprised of highly specialized Support Consultants, many of whom hold degrees at the doctorate and masters level. This advanced technical training, combined with extensive experience gained working with process industry customers, gives them an in-depth understanding of the complexities of process manufacturing.

Recent initiatives to further improve AspenTech's Support service include certification for the North American support centers under the prestigious international Support Center Practices (SCP) Certification program for operational excellence. The Support offerings have also been enhanced to meet the individual needs of our customers as they expand their use of the Internet in their day-to-day business. The SSPA recognized this effort by awarding AspenTech the 2003 WebStar Award for outstanding web-based support.

"Our Customer Support Group has consistently delivered outstanding service to our process industry clients, from individual applications to major enterprise-wide deployments," said Lee Riley, Vice President of Global Customer Support and Training, AspenTech. "By continuing to invest in new support initiatives, such as the enhanced capabilities provided by our personalized website, we will ensure that customers can rely on a service that is second-to-none."

"The SSPA STAR Award winners provide a 'best of breed' showcase of the top talent within our industry," said Bill Rose, SSPA Founder/Executive Director. "Aspen Technology delivers world-class services and the STAR Award serves as the highest form of recognition they can receive for service and support."

#### About SSPA

Founded in 1989, the Service & Support Professionals Association (SSPA) was formed to focus on the specific needs of service executives who are responsible for support centers and overall customer relations. Today, the SSPA represents over 22,500 service professionals at 2,700 support centers worldwide. These executives look to SSPA to provide insight into the future of support services, a road map of best practices within our industry and access to the best service and support vendors. SSPA has become the center of support providing a reliable and comprehensive resource for news, research, benchmarking, standards and collaboration. SSPA was created for professionals, managers and executives that make their living in the IT support services community. It is not a generic, one-size-fits all website where nobody ever feels like they belong. SSPA is dynamic, interactive, living resource specifically designed for the unique needs of support professionals. This exciting virtual community creates a forum for constant interaction with peers, industry experts, technology vendors and much more. For more information regarding the SSPA and other related divisions, log on to [www.thesspa.com](http://www.thesspa.com) or send an email to [info@thesspa.com](mailto:info@thesspa.com).

#### About AspenTech

Aspen Technology, Inc. provides industry-leading software and implementation services that enable process companies to increase efficiency and profitability. AspenTech's engineering product line is used to design and improve plants and processes, maximizing returns throughout an asset's operating life. Its manufacturing/supply chain product line allows companies to increase margins in their plants and supply chains, by managing customer demand, optimizing production, and streamlining the delivery of finished products. These two offerings are combined to create solutions for enterprise operations management (EOM), integrated enterprise-wide systems that provide process manufacturers with the capability to dramatically improve their operating performance. Over 1,500 leading companies already rely on AspenTech's software, including Aventis, Bayer, BASF, BP, ChevronTexaco, Dow Chemical, DuPont, ExxonMobil, Fluor, GlaxoSmithKline, Shell, and Total. For more information, visit [www.aspentech.com](http://www.aspentech.com).

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