



AspenTech Wins Prestigious SSPA Hall of Fame Award for Customer Service Excellence

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Company receives Lifetime Achievement Award after winning fifth STAR Award for outstanding customer service in the IT industry

CAMBRIDGE, Mass.--(BUSINESS WIRE)--Nov. 12, 2004-- Aspen Technology, Inc. (Nasdaq: AZPN) today announced that its Global Customer Support and Training group has earned the Hall of Fame Lifetime Achievement Award for Service Excellence from the Service and Support Professionals Association (SSPA). The company was inducted into The Hall of Fame after winning its fifth STAR Award for providing exemplary customer support in the Complex Support Applications category. AspenTech is one of only nine companies to be recognized with this prestigious award since the SSPA was founded 15 years ago.

"In all my years in the technology support industry, Aspen Technology is one of the few companies I have seen deliver extremely complex support while maintaining amazingly high customer satisfaction," said Bill Rose, Founder and Executive Director, SSPA. "This consistent level of excellence made them very deserving of the SSPA Hall of Fame Award, given to companies who have won five SSPA STAR Awards."

In addition to its five STAR Awards, AspenTech has also earned two consecutive WebSTAR awards for outstanding web-based customer support. These achievements are recognition that AspenTech has consistently delivered world-class technical support and customer service, and they highlight the company's commitment to continuously improving its support offerings.

"AspenTech is honored to join the select band of companies that have received the SSPA Hall of Fame Award," said David McQuillin, President and CEO of AspenTech. "The superior service we provide differentiates us from competitors in the industry and is one of the reasons that we achieve such high annual renewal rates for our software maintenance contracts. Our support team is focused on delivering the highest quality technical support to our customers, and this award underscores our relentless pursuit of customer satisfaction and loyalty."

AspenTech's Global Customer Support and Training group continues as leader in value innovation for its customers. Its Support Consultants respond to customers' electronic and telephone requests on a global basis, and use their strong domain expertise to help users resolve the complex challenges they encounter during their day-to-day operations.

AspenTech has also recently achieved certification under the Support Center Practices (SCP) Certification program for the second consecutive year, following an extensive audit of its Houston, Texas, support center. SCP Certification measures the effectiveness of customer support against a stringent set of performance standards which represent best practices in the industry.

About AspenTech

Aspen Technology, Inc. provides industry-leading software and implementation services that enable process companies to use simulation models to increase efficiency and profitability. aspenONE, a new generation of software solutions from AspenTech, represents a major step forward in helping process manufacturers achieve their strategic operational excellence initiatives. The first comprehensive offering to address the demands of the Enterprise Operations Management (EOM) market, aspenONE provides companies with integrated systems that enable them to manage and optimize their operational 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.

About the SSPA

The Service & Support Professionals Association (SSPA) was formed to focus on the specific needs of executives responsible for service and support centers and overall customer relations. Today, the SSPA represents over 24,000 service professionals at over 2,700 support centers worldwide. The industry looks to SSPA to provide insight into the future, a road map of best practices and access to the best service and support vendors. SSPA provides a reliable and comprehensive resource for conferences, news, research, benchmarking, standards and collaboration. Founded in 1989, the SSPA is based in San Diego, CA and can be reached at info@thesspa.com or by phone at 858-674-5491 or on the web at <http://www.thesspa.com>

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