



Aspen Technology Wins Award for Best Online Support

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Receives SSPA's STAR Award for Excellence in Self-Service Capabilities

CAMBRIDGE, Mass., May 14, 2007 (BUSINESS WIRE) -- Aspen Technology, Inc. (Nasdaq: AZPN), a leading provider of software and services to the process industries, today announced that it is the recipient of the 2007 SSPA STAR Best Online Support Award presented by the Service & Support Professionals Association (SSPA), the most influential association for technology service and support professionals. This award is presented annually to the company that effectively promotes self-service capabilities, instructs customers on the use of the self-service systems and tools, offers consistent and integrated interfaces, and measures customer success through usage of metrics for ongoing improvement. The 2007 award represents the third such honor for Aspen Technology; it had been recognized previously by SSPA for customer service excellence in 2003 and 2004.

The STAR Awards for Best Practices provide industry peer recognition to companies that have developed, implemented, and benchmarked the most innovative and efficient processes for service and support delivery. Companies seeking this award must pass a rigorous review by a select industry committee, providing specific baseline data, a detailed description of the process, performance metrics, returns and benefits, and other information about what makes their best practices unique.

"To be recognized by our peers as providing the best online support is welcome validation for all the hard work our valued and talented teams of professionals have invested in creating self-service capabilities that are truly exceptional. Customer support and service are critically important to Aspen Technology and this award speaks to that dedication," said Michele Triponey, senior vice president, global customer support and training, Aspen Technology. "This accomplishment was made possible by the outstanding teamwork exhibited by our support consultants and our support technology and customer care teams. I look forward to working with these groups as we continue to reach new heights in creating value for our customers."

"Given the increased complexity of today's home and enterprise technologies, the differentiating factor in the overall customer experience often comes down to the quality and breadth of support they receive. The caliber of this year's competition has really raised the bar for excellence and sets the standard for world-class service and support organizations," said Stephen Smith, executive director, SSPA.

About Aspen Technology

AspenTech is a recognized expert and leading provider of award-winning process optimization software and services. AspenTech's integrated aspenONE(TM) solutions enable manufacturers to reduce costs, increase capacity, and optimize operational performance end-to-end throughout the engineering, plant operations, and supply chain management processes, resulting in millions of dollars in cost savings. For more information, visit www.aspentech.com.

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About the SSPA

As the industry's foremost professional association, the Service & Support Professionals Association (SSPA) is a key resource for the information and best practices needed to make better business decisions. It brings together the best minds from across the industry spectrum - from established companies with successful track records to the pioneering newcomers with out-of-the-box ideas. The SSPA also partners with thought leaders such as J.D. Power and Associates and the Wharton School of Business to create programs that benefit the industry. The SSPA is a member of a global network of associations that includes the Technology Professional Services Association (TPSA), the Association for Services Management International and the Electronic Supply Chain Association. For more information, visit www.thesspa.com.

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