



AspenTech Wins Top Honor for Exemplary Customer Service and Support

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AspenTech is awarded second consecutive STAR Award for providing outstanding customer support for its process industry applications

Aspen Technology, Inc. (Nasdaq: AZPN) today announced that its Customer Support Group has again earned the Software Technical Assistance Recognition (STAR) Award from the Service and Support Professionals Association (SSPA). The award acknowledges the AspenTech team for providing exemplary customer support in the Complex Support Applications category.

(Photo: <http://www.newscom.com/cgi-bin/prnh/20000811/ASPENLOGO>)

"Our Customer Support Group has distinguished itself through a 100-percent commitment to serving our clients, from individual applications to major enterprise-wide deployments," said David McQuillin, President and CEO of AspenTech. "The team is able to provide process companies with a comprehensive support service, enabling our customers to realize maximum returns, with a minimum of risk."

This is the second consecutive year that AspenTech has received the STAR Award. Its global Customer Support Group is made up of support consultants that include experienced professionals with an in-depth understanding of the complexities of process manufacturing, from chemical plant design to bulk delivery of petroleum products. Consultants are available on a 24x7 basis, providing both online and in-person support.

"This award belongs to the entire AspenTech Support and Training team, and recognizes their dedication to total customer satisfaction and continuous quality improvement," said Eric Cohen, Vice President -- Global Customer Support & Training of AspenTech. "Our global support operation is a world-class service organization that is dedicated to customer success and providing 'anytime, anywhere' support on some of the most complex, mission-critical solutions in the software industry. Receiving the STAR Award validates what our customers already know: AspenTech Customer Support provides them with highest level of service and value available in the industry."

"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, SSPA represents over 15,000 service executives in over 500 member companies worldwide. SSPA gives service and support professionals opportunities to share ideas, discuss developing trends and network with their peers. SSPA offers its members conferences, seminars, specialized training, executive forums, certification programs and a variety of publications. SSPA resides at the web portal of Supportgate at www.supportgate.com. For more information regarding the SSPA and other related divisions, log on to www.supportgate.com or send an email to info@supportgate.com.

About AspenTech

Aspen Technology, Inc. is a leading supplier of enterprise software to the process industries, enabling its customers to increase their margins and optimize their business performance. AspenTech's engineering solutions, including Hyprotech's technologies, help companies design and improve their plants and processes, maximizing returns throughout their operational life. AspenTech's supply chain manufacturing solutions allow companies to run their plants and supply chain more profitably, from customer demand through to the delivery of the finished product. Over 1,200 leading companies rely on AspenTech's software every day to drive improvements across their most important engineering and operational processes. AspenTech's customers include: Air Liquide, AstraZeneca, Bayer, BASF, BP, ChevronTexaco, Dow Chemical, DuPont, ExxonMobil, GlaxoSmithKline, Lyondell Equistar, Merck, Mitsubishi Chemical, Shell and Unilever. For more information, visit <http://www.aspentech.com>.

Certain paragraphs of this press release contain forward-looking statements for purposes of the safe harbor provisions of the Private Securities Litigation Reform Act of 1995. For this purpose, any statement using the term "will," "should," "could," "anticipates," "believes" or a comparable term is a forward-looking statement. Actual results may vary significantly from AspenTech's expectations based on a number of risks and uncertainties, including: AspenTech's lengthy sales cycle which makes it difficult to predict quarterly operating results; fluctuations in AspenTech's quarterly operating results; AspenTech's dependence on customers in the cyclical chemicals, petrochemicals and petroleum industries; AspenTech's need to hire additional qualified personnel and its dependence on key current employees; intense competition; AspenTech's dependence on systems integrators and other strategic partners; changes in the market for e-business solutions for AspenTech's customers; increased governmental regulation and taxation of e-commerce and the Internet; information security and privacy concerns relating to e-commerce; and other risk factors described from time to time in AspenTech's periodic reports and registration statements filed with the Securities and Exchange Commission. AspenTech cannot guarantee any future results, levels of activity, performance, or achievements. Moreover, neither AspenTech nor anyone else assumes responsibility for the accuracy and completeness of any forward-looking statements. AspenTech undertakes no obligation to update any of the forward-looking statements after the date of this press release.

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