



## AspenTech Earns Prestigious Support Center Practices Certification

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### ***Certification recognizes AspenTech for delivering top quality support***

CAMBRIDGE, Mass., May 11, 2005 (BUSINESS WIRE) -- Aspen Technology, Inc. (Nasdaq: AZPN) today announced that its Customer Support and Training group has achieved certification under the prestigious Support Center Practices (SCP) Certification program. AspenTech achieved certification for the third consecutive year after an extensive review by SCP auditors of its Houston, Texas, support center. In order to earn SCP Certification, customer support organizations must meet a stringent set of performance standards that reflect best practices in the industry.

"Achieving SCP Certification for the third year is a testament to the commitment and dedication of our Customer Support and Training group," said Mark Fusco, President and CEO, AspenTech. "The benchmarks used by the SCP are raised every year, so gaining certification demonstrates our ability to continually improve our processes to meet SCP standards, while at the same time satisfying the increasingly complex support needs of our customers."

SCP Certification is an internationally recognized standard created by the Service & Support Professionals Association (SSPA), a consortium of leading technology companies, and Service Strategies Corp. It defines best practices for delivering world-class technology support, establishes a foundation to build on existing quality processes, and provides a clear focus on measurable results. SCP Certification requires comprehensive on-site audits to confirm that companies meet the requirements of the over 100 business elements defined in the program. Certified organizations must demonstrate their continued commitment to high performance standards through annual re-certification audits.

"AspenTech's North American Customer Support and Training group is a world class organization and is committed to service excellence," said Gordy Stauffer, SCP Auditor. "The team passed the rigorous requirements of the SCP Certification program and improved in several key areas. Customer satisfaction and loyalty are outstanding and the organization is clearly dedicated to continuous improvement to ensure the success of its customers."

AspenTech joins the ranks of other leading technology companies that have achieved the prestigious and sought-after SCP Certification, including Lawson Software, Lockheed Martin Incorporated, McKesson Corporation, Mentor Graphics Corporation, Network Appliance Incorporated, PeopleSoft Incorporated and Xerox Corporation among others. Currently over two hundred technology support organizations around the world participate in the SCP program.

#### About Support Center Practices (SCP) Certification

SCP Certification, an internationally recognized quality standard defines best practices for delivering world-class technology support. The program was created by a consortium of leading technology companies along with Service Strategies Corporation. SCP Certification quantifies the effectiveness of technology support operations, establishes a foundation for optimizing business processes and focuses on measurable results. Certification requires comprehensive on-site audits to verify that companies meet the requirements of approximately 100 business elements defined in the program. For more information, visit [www.spcertification.com](http://www.spcertification.com).

#### About AspenTech

Aspen Technology Inc. provides industry-leading software and professional services that help process companies improve the efficiency of their business processes, optimize their operational performance and enhance their financial results. The new generation of integrated aspenONE(TM) solutions gives manufacturers the capabilities they need to model, manage and control their operations, enabling real-time decision making and synchronization of the plant and supply chain. 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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