

AspenTech Earns Prestigious Support Center Practices (SCP) Certification

Certification recognizes AspenTech for delivering top quality support

CAMBRIDGE, MA – September 14, 2004 – Aspen Technology, Inc. (NASDAQ: AZPN) today announced that its Global Customer Support & Training group had achieved certification under the prestigious Support Center Practices (SCP) Certification program. AspenTech achieved certification for the second consecutive year after an extensive audit of their Houston, TX support center. SCP Certification measures the effectiveness of customer support against a stringent set of performance standards which reflect best practices in the industry.

“Delivering the highest levels of customer service is a top priority for AspenTech,” said David McQuillin, President and CEO of AspenTech. “The SCP program sets internationally recognized standards for customer support, and by achieving certification once again we have demonstrated our commitment to continuously improving the service we provide.”

The SCP Certification program was created by a consortium of leading technology companies and Service Strategies Corporation. 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.

“By passing the rigorous requirements necessary to achieve SCP Certification, the AspenTech Global Customer Support & Training group has shown their dedication to delivering world-class support to their customers,” said Gordy Stauffer, SCP Auditor. “During the SCP Certification Audit, the team demonstrated a clear commitment to customer satisfaction and continuous improvement.”

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, PeopleSoft Incorporated, McKesson Corporation, Mentor Graphics Corporation, Network Appliance Incorporated and Xerox Corporation among others. Currently over two hundred technology support organizations around the world participate in the SCP program.

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About Support Center Practices (SCP) Certification

The Support Center Practices (SCP) Certification program was developed to address service quality issues that affect the rapidly growing technology support industry. The SSPA and forty of its member companies created the program along with Service Strategies Corporation. These companies contributed their insight and perspective into defining the key elements required for delivering World Class support. The SSPA represents over 23,500 service executives in over 2,700 support centers worldwide. Service Strategies Corporation is responsible for administering the SCP Certification program and conducting on-site certification audits. For more information about SCP Certification, contact Service Strategies Corporation at 858.674.4864, email info@servicestrategies.com or visit www.scpcertification.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.

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