

Software Update: Star Award Goes to Aspen

Aspen Technology Inc., Cambridge, MA, a provider of software and services to the process industries, is the recipient of the 2007 SSPA Star best online support award presented by the Service & Support Professionals Association. The award is presented annually to the company that effectively promotes self-service capabilities, instructs customers on the use of 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 the association for customer service excellence in 2003 and 2004.

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