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Progress Software Honored for Delivering 'World-Class' Customer Service

Receives Omega's Prestigious NorthFace ScoreBoard Award(SM) for 10th Consecutive Year

BEDFORD, MA -- (MARKET WIRE) -- 05/19/11 -- Progress Software Corporation (NASDAQ: PRGS), a leading software provider that enables enterprises to be operationally responsive, announced today that Progress Software has received the NorthFace ScoreBoard Award(SM) from Omega Management Group Corp. This is the tenth consecutive year that the Progress Software Customer Support group received this award.

Since 2000, the NorthFace ScoreBoard Award has been presented annually to companies that achieve excellence in customer satisfaction during the prior calendar year.

Omega's methodology measures customer satisfaction and loyalty levels on a 5-point scale four times during the year in such categories as technical support, field service, customer service and account management. The 22 NorthFace ScoreBoard Award recipients are companies who, based solely on survey responses from their own customers, achieved a 4.0 or above score out of a possible 5.0.

Carol Esau, vice president, Progress Software Global Customer Support, said: "Progress is known in the industry for developing best-in-class software and solutions that are used by major enterprises around the world for mission-critical applications. It is equally important that these companies can expect to receive best-in-class service and support. The NorthFace ScoreBoard Award is an independent benchmark of service excellence and earning this award is testament to the seriousness and commitment we place on supporting our customers to the highest level of quality."

John Alexander Maraganiz, president & CEO of Omega said: "The NorthFace ScoreBoard Award recognizes organizations who not only offer exemplary customer service, but who also center their existence on a deep commitment to exceeding customer expectations. In 2010, more than 250 projects, many international in scope, were judged from 37 companies based in the U.S. and abroad. The majority of companies are repeat recipients, which shows that, despite the tough economy, implementing a CEM strategy is a reliable, proven way to achieve business success."

Maraganiz continued: "Due to its unique 'customer-only vote' criteria, the NorthFace ScoreBoard Award has been viewed from its inception as the only objective benchmark for excellence in customer service. Our research indicates that companies that consistently achieve a 4.0 rating or above, which we call the 'Loyalty Zone,' are succeeding in locking in profitable, long-term customer relationships, and this significantly raises the bar on their competitors."

Omega formally presented the award to recipients during ceremonies at its SCORE Conference 2011 on April 28.

About Progress Software Corporation
Progress Software Corporation (NASDAQ: PRGS) is a global enterprise software company that enables businesses to be operationally responsive to changing conditions and customer interactions as they occur -- to capitalize on new opportunities, drive greater efficiencies and reduce risk. The company offers a comprehensive portfolio of best-in-class enterprise software spanning event-driven visibility and real-time response, open integration, data access and integration, and application development and deployment -- all supporting on-premises and SaaS/Cloud deployments. Progress maximizes the benefits of operational responsiveness while minimizing IT complexity and total cost of ownership. Progress can be reached at www.progress.com or +1-781-280-4000.

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