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PROGRESS ASPEN PROGRAM MEMBER WILKE/THORNTON SEES INCREASED REVENUE AND LONGEVITY WITH RENTAL MODEL

CRM Leader Bucks the Technology Trend Celebrating a 40 Percent Increase in Revenues and 20 Years of Growth for its Customer Relationship System (CRS)

DUBLIN, Ohio, and CHICAGO—June 4, 2002—Wilke/Thornton (WTI), a Dublin, Ohio-based global developer and provider of the Progress® OpenEdge™-based Customer Relationship Systems (CRS), marked 2001 with revenue growth of nearly 40 percent, while most of the S&P's high-tech sector limped along at less than a 1 percent growth rate. Sixty new customers accounting for more than half of the revenue growth have signed on for WTI's new Application Service Provider (ASP) offerings. Based on technology from the Progress Company, a business unit of Progress Software Corporation (Nasdaq: PRGS) and a leading supplier of technology for building business applications, Wilke/Thornton hosts two separate Progress-based applications via the ASP model, Cyber CRS™ and the award-winning Item Locator Service™ (ILS). Revenue for Wilke/Thornton Item Locator™ alone shot up an astounding 700 percent due to its ASP availability.

WTI's Cyber CRS is an ASP adaptation of their original CRS Anywhere™ product, which manages all types of consumer contacts (email, Internet, fax, mail and phone) quickly and easily through one hassle-free interface. ILS enables customers to get the exact location--including name, address and phone number--of a store in their neighborhood that carries a specific product.

“WTI has been able to buck the trend in the industry because we made the right product decision a few years ago,” says Founder and Chief Executive Officer Mike Wilke. “We embraced the Web and offer a hosted solution, key factors to our success.”

Strong growth, a robust Web-based solution and excellent customer service have fuelled a long track record of success for WTI, which is celebrating its 20th anniversary. Founded in 1982, the company developed a system for organizations to enhance their customer relationships by effectively managing customer contacts. "Twenty years is a long history for a software company," said Wilke. “We have succeeded by constantly upgrading our solutions to the current technology as demanded by our customers, many of which have been with us since the early 80's.”

Customers Committed to Excellence

In May 2002, WTI held its Fifteenth Annual Customer Relationship System (CRS) User's Conference in Columbus, Ohio. More than 100 customers, representing a who's who of organizations dedicated to providing the best customer care, including Frontier Airlines, Revlon, McNeil Pharmaceutical, Hershey Foods, Carnival Cruise Lines, Sara Lee, Pepsi-Cola, Coors Brewing Co., Gillette, Heinz North America, England and Australasia, Campbell Soup, and Andrew Jergens to name only a few, attended.

“My goal is to create ‘Best in Class’ customer relationship management and I chose the WTI CRS because it is key to accomplishing that goal,” said Claudio Pugliese, consumer affairs manager for Pharmacia Consumer Healthcare.

“The Progress Company has dedicated itself to being a good technology partner for its ISVs,” said Dave Ireland, president of the Progress Company. “Our highest priority is making complex technology challenges easier for our application partners, so that they can more quickly and efficiently help users realize measurable business benefit. Dramatic success experienced by our ASPen member Wilke/Thornton indicates that our vision to promote software as a service was right on the money.”

About Wilke/Thornton

America's top corporations turn to Wilke/Thornton (www.wilke-thornton.com) in order to efficiently reach their customers and respond to their concerns in a quality, consistent and timely manner. With Wilke/Thornton's expertise, these corporations can leverage customer contacts to collect information about their customer base and feedback on their products and services. Wilke/Thornton assists in providing a superior inbound call center environment. Through its proven years of experience with call center response technology and processes, Wilke/Thornton delivers new ways of building lasting customer relationships and a better base of knowledge about the customer base.

About the ASPensm Program

The Progress Company's ASPensm Program provides complete end-to-end ASP-enablement services to educate, empower and extend ISV offerings. ASPen provides assistance with ASP assessment and planning, development, deployment, hosting, maintenance and support, to assist ISVs in rapidly adding software as a service to their core product offerings. The ASPen Program consists of over 300 worldwide members that have deployed over 125 web-enabled applications spanning all vertical markets, and boasting more than an estimated 150,000 end-user seats globally. For more information about the ASPen Program please visit <http://www.progress.com/asp>.

About the Progress Company

The Progress Company is a global supplier of software and services that simplify the development, deployment, integration, and management of business applications. The Progress[®] OpenEdge[™] platform, with the industry's leading embedded database, delivers lowest cost-of-ownership applications that are rapidly implemented and easily integrated with other enterprise, extended enterprise and Internet applications.

With the expertise of more than 2,000 independent software vendors (ISVs) and application service providers (ASPs), the Progress Company and its application partners supply more than \$5 billion annually in Progress technology, Progress[®]-based applications, and related services. Progress customers span 50,000 organizations in more than 120 countries including 70 percent of the Fortune 100. The Progress Company, an operating unit of Progress Software Corporation (Nasdaq: PRGS), is headquartered in Bedford, Mass., and can be reached at 1-781-280-4000 or on the Web at www.progress.com.

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