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Press Release

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Progress-Based Apprise® Distribution Locks Up Customer Confidence and Over a Million Dollars in Savings

For Bob Barker Company, Bulletproof Online Solutions With Low Cost of Ownership, And Ease of Use Are Key to Captivating Their Tough Customers

BEDFORD, Mass.--(BUSINESS WIRE)--June 17, 2002-- The Progress Company, a business unit of Progress Software Corporation (Nasdaq:PRGS - News) and a leading supplier of technology for building business applications, announced today that Bob Barker Company, America's leading supplier of goods used by correctional and detention facilities, has saved over a million dollars with a Progress®-based solution from independent software vendor (ISV) Apprise Software, Inc. Apprise® Distribution and Apprise.Net have allowed Bob Barker® to reduce their turn-around time for orders and better manage their accounts receivable (AR), resulting in a 10 percent improvement in the company's overall service levels.

For Bob Barker Company, which supplies budget-conscious correctional and institutional customers with products such as inmate clothing, shoes, personal hygiene items, restraints, and facility supplies, low costs and customer service are key. Orders can require immediate turn-around. Their customers can be extremely demanding because failure to meet their tight schedules and tough standards can result in very serious consequences for a correctional facility.

Bob Barker's original application, from a large, global packaged application vendor, was very unstable, compromising their AR and their ability to get product out the door on a reliable basis. The application also lacked the flexibility to integrate with Bob Barker's other back office systems. After ten months of wrestling with it, Bob Barker decided it was time to go back to the drawing board. They gauged their options, scrutinized 25 available applications, and selected Apprise.

"Bob Barker has dedicated the last thirty years to building a reputation for top notch customer service and quality; we can't afford to jeopardize that over technology," says Pat Barker, executive vice president for the Bob Barker Company. "We are not a technology company, but were forced to become more savvy and came to realize that brand name software does not necessarily mean quality. The other applications were passing along high database costs, and did not have the flexibility to meet our industry-specific needs. Apprise not only offered us the most cost-effective solutions, they have allowed us to regain control of our business, and get back to focusing on how we can better serve our customers, without worrying about the health of our system."

With Apprise software, Bob Barker has been able to get a better handle on their accounting, reducing their number of days outstanding on invoices from 59 days to 35 days. This has enabled the company to enhance cash flow, and immediately respond to billing inquiries, spending less time and resources tracking invoices and orders.

Based on Progress OpenEdge(TM) Technology, Apprise provides tools for distributors to manage product importation, anticipate and respond to changing customer purchasing patterns, support high-volume transaction environments, and provide real-time financial information and image support. Apprise.Net takes advantage of the OpenEdge Platform's Web-enabling technology, offering customers online catalog and ordering, with real-time inventory, credit checking and pricing. This has allowed Bob Barker to be the first in their industry to offer 24-hour self-service to their customers, while better allocating its own internal resources. Although sales have grown steadily, they have been able to

reduce the number of sales people needed to handle inbound call center inquiries, allowing them to focus on generating new business.

"When we were originally looking for a development environment that worked well and cost effectively for our target market, we realized that Progress provided a better answer than either Microsoft or Oracle," says Jeff Broadhurst, president of Apprise Software. "We have taken the time to really understand our customer's business needs, giving them bulletproof solutions based on those requirements. By building our applications on the Progress OpenEdge platform, that task is made easier, giving us an edge in speed of development and cost-of-ownership that translates to a competitive advantage for our customers."

"We are pleased to hear that Bob Barker selected the Progress-based application from Apprise over much larger competitors with big advertising budgets," said Dave Ireland, president of the Progress Company. "At Progress, we are committed to simplifying the job of building the world's best business applications. Apprise exemplifies our community of application partners by providing tremendous business value through their domain expertise and best-of-breed application, while leveraging OpenEdge to provide a 'bullet-proof' platform."

About the Bob Barker Company

In business for over 30 years, Bob Barker Company, Inc. is a member of the Chamber of Commerce, the American Correctional Association, the American Jail Association, and the Direct Marketing Association. Bob Barker offers the broadest product line and largest inventory of detention supplies in the country. 98% of the orders taken for any of their 4000 products are shipped within 24 hours. Most orders are shipped the same day. Low prices, valued products, and quality service guaranteed. For more information about Bob Barker, please visit <http://www.bobbarker.com>.

About Apprise Software, Inc.

Apprise Software, Inc. is a leading provider of enterprise-wide software for distribution companies as well as stand-alone financial applications. The company is the author of Apprise Solutions, which include Financial, Distribution, Importing, EDI, EIS, RF and Warehouse Management modules. Apprise Software, Inc. is headquartered in Bridgewater, N.J., and can be reached at 1-908-725-6000 or on the web at www.apprise.com.

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(TM) 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 - News), 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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