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**MAPICS Announces New Certification Program,
Offering Elite Customer Service to Manufacturers**

*Program Increases Customers' ROI Through the Most Effective Use of MAPICS
Solutions*

Atlanta, Ga. – August 11, 2000 - MAPICS, Inc. (Nasdaq/NM: MAPX), a leading provider of collaborative, e-business enterprise applications for manufacturers, today announced the MAPICS Certified Service Providers (MCSP) program. Under this new certification program, external service organizations will expand MAPICS' service offerings by providing manufacturers high quality, consistent and in-depth implementations. MAPICS established the MCSP program to enhance the top-notch customer service provided to the company's increasing number of multi-national customers and increase customers' ROI by ensuring high capacity use of MAPICS solutions.

The new MCSP program addresses the importance for service providers to stay on top of, and ahead of, the high-speed e-business evolution. Focusing primarily on worldwide, multi-site implementations, the program provides customers with a larger group of highly trained product and implementation consultants that provide service to all of the customer's sites during initial implementation and on-going strategic activities.

Thorough certification requirements for MCSP organizations and their consultants provide manufacturers with the best-trained and most leading-edge resources during MAPICS product implementations. Organizations qualify to become a MCSP by having, among other things, employees specialized in each certification business segment, including e-Business, Project Management, Manufacturing, Customer Service, Finance and Technical consulting. Each consultant undergoes comprehensive training and skill evaluation to ensure extensive

knowledge of manufacturers' changing e-business needs. By achieving this certification, MCSP organizations will have greater access to MAPICS' support and education, including MAPICS' innovative online training tools.

“With all the changes in technology today, and the increasing number of worldwide, multi-site implementations, we want our customers to know that the superior customer service we provide them will never change,” said John Koontz, vice president of MAPICS North American operations. “MAPICS has consistently been rated high in customer service rankings by leading industry analysts, and the MCSP program was developed to ensure that customers continue to receive the highest quality, in-depth implementation and support across their enterprise.”

MAPICS charter MCSP member, Information Systems International (ISI), Inc., has been delivering implementation services to MAPICS customers for 15 years. “We are dedicated to delivering the best customer service to our global customers and staying ahead of the frequent e-business evolutions,” said Mike Ellis, chief executive officer of ISI. “We became the charter member of the MCSP program to help manufacturers obtain a greater return on the investments they make in MAPICS products. Leveraging our experience in worldwide implementations, we believe we can serve the global MAPICS customer set much more effectively through the enhanced offerings and resources of the MCSP program.”

About MAPICS

MAPICS, Inc. is headquartered in Atlanta with offices around the globe and a worldwide sales network of over 75 affiliates, serving customers in more than 70 countries. With more than 20 years of proven expertise, MAPICS is one of the world's leading providers of collaborative, e-business enterprise applications specifically designed to meet the needs of manufacturers. The Company's flagship solutions include XA and Point.Man, two powerful extended enterprise applications (EEA) streamlining business processes for manufacturing, customer service, engineering, supply chain planning and financials. The solutions support international and multi-site operations on platforms spanning AS/400, Windows NT, UNIX and Linux. MAPICS also offers Thru-Put, an advanced planning and scheduling (APS) system, and Maincor, an enterprise asset management (EAM) suite. More than 3,000 customers have implemented MAPICS' solutions, including Alpha Industries; Bayer; Dialight Corporation; Freightliner, Inc.; General Electric Co., P.L.C.; Goodyear Tire & Rubber Co.; Honda Motor Co., Ltd.; MAG Instruments, Inc.; Mercedes-Benz (a division of DaimlerChrysler); MTD Products Inc; SmithKline Beecham; Volvo; and York International.

For more information on MAPICS, visit www.mapics.com or call 888.362.7427. MAPICS is headquartered at 1000 Windward Concourse Parkway, Suite 100, Alpharetta, GA 30005.

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Editor's Note: The correct usage of the MAPICS name is all capitals.

Statements in this press release or otherwise attributable to the Company regarding the Company's business which are not historical facts, including those regarding new products and services to be offered by the company, are forward-looking statements made pursuant to the safe harbor provisions of the Private Securities Litigation Reform Act of 1995. Words such as "will," "enhances," "continue," "believe," "committed," and "dedicated" are intended to identify such forward-looking statements. These forward-looking statements are not guarantees of performance and are inherently subject to risks and uncertainties, none of which can be predicted or anticipated. Many factors could cause the Company's actual results to differ materially from those expressed in the forward-looking statements made by or on behalf of the Company including, without limitation, the ability of the company to establish and successfully maintain relationships with third parties, the impact of competitive products and services, the availability of qualified resources, the ability to develop and enhance products, and other risks detailed in the Company's Annual Report on Form 10K and other filings with the SEC.

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