TCS/PR/SE-34/2018-19

June 11, 2018

National Stock Exchange of India Limited
Exchange Plaza,
Bandra Kurla Complex
Mumbai
Kind Attn: Manager, Listing Department

BSE Limited
P.J. Towers
Dalal Street
Mumbai
Kind Attn: General Manager,
Department of Corporate Services
Scrip Code No. 532540 (BSE)

Dear Sirs,

We are sending herewith copy of the Press Release titled **"New study reveals how European Utilities are collaborating with customers and partners to fuel innovation"** which will be disseminated shortly.

The Press release is self-explanatory.

Thanking you,

Yours faithfully,
For **Tata Consultancy Services Limited**

Rajendra Moholkar
Company Secretary

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TATA CONSULTANCY SERVICES
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For immediate use **PRESS** RELEASE

New study reveals how European Utilities are collaborating with customers and partners to fuel innovation

- Most European Utilities are looking at value-added energy products and services as a strategic theme for their future business models
- They are increasingly relying on collaboration with customers, strategic partners and start-ups for their innovation
- Solving the skills gap in analytics, data management and application development is critical to their digital transformation

AMSTERDAM | MUMBAI, June 11, 2018: Tata Consultancy Services (TCS), (BSE: 532540, NSE: TCS) a leading global IT services, consulting and business solutions organization, published the second part of the Emerging Energy Value Ecosystem Utilities study[1] carried out by IDC Energy Insights.

Titled "Grounding Utilities Innovations & Business Opportunities By Collaborating With The Ecosystem", the study is based on a survey of 120 senior IT and non-IT decision-makers from European Utilities across Belgium, Denmark, Finland, France, Germany, Ireland, Italy, the Netherlands, Norway, Portugal, Spain, Sweden, and the United Kingdom.

"Utilities are increasingly looking to collaborate with external partners for their innovation and transformation, to remain competitive in a Business 4.0 world. This collaborative new model is resulting in some exciting examples of innovation around business models and customer experience in the Utilities sector," said **Sudheer Warrier, VP & Global Head – Utilities, TCS**. "It is particularly interesting to see how these approaches differ across European countries, in everything, from forms of collaboration to focus areas, showing that while there is a broad commitment to change, each region is embracing collaboration in different forms."

Key results from the study:

- The most popular collaborative model for innovation is with customers, with 75% of the respondents saying they work alongside customers to develop new solutions. This figure is as high as 93% and 85% in the Nordics and France respectively

[1] IDC White Paper, sponsored by Tata Consultancy Services, "Grounding Utilities Innovations & Business Opportunities By Collaborating With The Ecosystem," May 2018

- The second most important collaboration model (60%) is the establishment of strategic partnerships, with utilities sharing hard benefits with partners that can support their digital transformation with talent and technology enablers
- Collaboration with digital and energy start-ups is increasingly popular (60%), especially around emerging technology, extending to incubation, acquisition and joint ventures
- European utilities use a variety of mechanisms to generate innovative ideas – such as focus groups for usability and customer experience (60%), university partnerships (over 70% in Germany and the Nordics), internal innovation labs (56%) and hackathons (34%)
- In their digital transformation journeys, utilities are currently focused on information and omni-experience transformation. 68% of respondents said they need to fill existing skill gaps in analytics and data management. Other domains with significant skill gaps include software development (56%), and smart home and customer engagement platforms (55% and 53%, respectively)
- Much of the European utility industry is expected to grapple with the obsolescence of internal skills and the struggle to attract new talent in the face of competition from other data-intensive or more digitally attractive industries. The report says that the most critical skills gaps of today (e.g., data scientists, IT architects, developers) are only likely to widen for the average European utility, making external sourcing the only credible option

"Utilities have accepted that the days when they could expect to transform in isolation are long gone. Instead, the complexity of the challenges they face creates a need for a carefully selected ecosystem of transformation partners in which service providers with real-world industry expertise, depth in digital technologies, particularly in analytics, and proven innovation capabilities, are quintessential," said **Roberta Bigliani, VP IDC Energy Insights**

"Leveraging eco-systems is a key pillar of TCS' Business 4.0 framework that allows Utilities to leverage digital technologies to further their growth and transformation agendas. Our deep domain expertise and contextual knowledge, our investments in Utilities-focused innovation labs, intellectual property and our Co-Innovation Network (COIN™) encompassing the start-up ecosystem, have made us the preferred innovation and transformation partner for leading Utilities looking to succeed in the emerging energy value ecosystem," added **Sudheer Warrier.**

For more information or to download the report, please visit: http://info.tcs.com/innovation-business-opportunities-collaborating-with-ecosystem.html

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About Tata Consultancy Services Ltd. (TCS)

Tata Consultancy Services is an IT services, consulting and business solutions organization that has been partnering with many of the world's largest businesses in their transformation journeys for the last fifty

years. TCS offers a consulting-led, Cognitive powered, integrated portfolio of IT, Business & Technology Services, and engineering. This is delivered through its unique Location Independent Agile delivery model, recognized as a benchmark of excellence in software development.

A part of the Tata group, India's largest multinational business group, TCS has over 394,000 of the world's best-trained consultants in 46 countries. The company generated consolidated revenues of US $ 19.09 billion for year ended March 31, 2018 and is listed on the BSE (formerly Bombay Stock Exchange) and the NSE (National Stock Exchange) in India. TCS' proactive stance on climate change and award winning work with communities across the world have earned it a place in leading sustainability indices such as the Dow Jones Sustainability Index (DJSI), MSCI Global Sustainability Index and the FTSE4Good Emerging Index. For more information, visit us at www.tcs.com.

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