TCS/PR/SE-25/2018-19

May 31, 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 "**TCS recognised as UK's #1 IT services organisation for customer satisfaction"** 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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Corporate Identification No. (CIN): L22210MH1995PLC084781

For immediate use **PRESS RELEASE**

TCS recognised as UK's #1 IT services organisation for customer satisfaction

- *Independent survey of more than 240 CxOs finds TCS has best customer satisfaction rating in the country*
- *TCS tops customer satisfaction ratings for the whole of Europe, retaining number one spot for fifth consecutive year*

LONDON | MUMBAI, May 31, 2018: Tata Consultancy Services, a leading global IT services, consulting and business solutions organization, has been named number one for customer satisfaction in the UK by the Whitelane Study - one of the country's largest independent report of IT service providers.

TCS received a customer satisfaction score of 81% in the UK, and the company also topped the rankings for the whole of Europe, retaining the number one spot for the fifth consecutive year and topping the rankings in Germany (80%), Benelux (80%), Netherlands (80%), Switzerland (83%), and the Nordics (82%).

The latest Whitelane Study also showed that TCS was ranked number one in application development, maintenance, testing and SaaS; and data centre, managed infrastructure and hosting. In addition to overall customer satisfaction, the survey also assessed each company based on eight key performance indicators (KPIs). TCS was ranked in the top three for service delivery quality, price level and business understanding.

The 2018 UK IT Outsourcing Study is based on the experiences of more than 240 business leaders (CIOs, CEOs, CFOs or their direct reports), who oversee 760 IT services contracts held by the UK's top IT spending organisations. The in-depth research looks into 31 providers, examining their performance, customer satisfaction levels and delivery quality across IT services sector.

Shankar Narayanan, Head of TCS UK & Ireland said: "TCS is delighted to be recognised as the IT services industry customer satisfaction leader again in the UK. This recognition underscores the value we continue to deliver to our customers in helping them achieve their goals and it is this relentless focus that is at the heart of our continued success and growth. Digital technologies such as cloud, mobile, big data, automation and AI are playing an increasingly significant role in the British economy. At TCS, we remain committed to this transformation and in helping our customers on their Business 4.0 journey."

Jef Loos, Head of Sourcing Europe, Whitelane Research, said, "TCS has once again taken the number one spot for customer satisfaction in the UK. By applying the principles of Business 4.0, TCS has earned a satisfaction score of 81%, and continues to be a trusted technology partner to the UK's top organisations. The Whitelane IT Outsourcing Study surveys more than 240 participants from the UK's top spending IT organisations, and leading the customer satisfaction ratings again underscores the value

that TCS continues to add to these businesses with cloud, automation and connected technologies being crucial parts of their digital transformation journeys. Along with retaining number one spot for customer satisfaction across 13 European countries for the fifth consecutive, this is an impressive achievement by TCS to be celebrated in today's fiercely competitive customer environment."

For more information, visit www.whitelane.com

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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.

To stay up-to-date on TCS news in the UK, follow @TCS_UKI. For TCS global news, follow @TCS_News.

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