



TCS/PR/SE-1/2022-23

April 1, 2022

**National Stock Exchange of India Limited
Exchange Plaza, C-1, Block G, Bandra Kurla
Complex, Bandra (East)
Mumbai - 400051
Symbol - TCS**

**BSE Limited
P. J. Towers,
Dalal Street,
Mumbai - 400001
Scrip Code No. 532540**

Dear Sirs,

We are sending herewith copy of the Press Release titled “**TCS Ranked Number 1 in Customer Satisfaction in the Nordics**” which will be disseminated shortly.

The Press release is self-explanatory.

Thanking you,

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

A handwritten signature in blue ink, appearing to read 'Pradeep Manohar Gaitonde', with a stylized flourish at the end.

**Pradeep Manohar Gaitonde
Company Secretary**

TATA CONSULTANCY SERVICES

TATA Consultancy Services Limited

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Corporate identification No. (CIN): L22210MH1995PLC084781

TCS Ranked Number 1 in Customer Satisfaction in the Nordics

- Tata Consultancy Services Received the Recognition for the 13th Consecutive Year in Survey of CxOs of Top IT Spending organizations by Independent Research Company Whitelane
- TCS Also Ranked Number 1 in the Individual Country Rankings in Sweden, Norway, Denmark, and Finland.

STOCKHOLM | MUMBAI, April 1, 2022: [Tata Consultancy Services](#) (TCS) (BSE: 532540, NSE: TCS), has been ranked number one for customer satisfaction in an independent survey of CxOs from top IT spending organizations in the Nordics, by [Whitelane Research](#). TCS has achieved the top position in customer satisfaction for the 13th consecutive year, with an overall satisfaction score of 82 percent compared to the industry average of 72 percent.

Whitelane Research's 2022 IT Sourcing Study is based on responses from 350 CIOs and senior decision makers across the Nordics. The research investigated over 680 unique IT sourcing relationships to assess service providers on nine Key Performance Indicators (KPIs).

TCS demonstrated strong results across multiple dimensions and KPIs. It ranked number 1 for:

- Business Understanding (84% compared to the average of 74%)
- Service Delivery Quality (82% compared to the average of 74%)
- Contractual Flexibility (87% compared to the average of 72%)

In addition, TCS ranked number one in customer satisfaction in all the IT domains covered in the report – application development, maintenance, testing; data centers, managed infrastructure, and hosting; and end-user services.

"From its inception, HMD Global has partnered with TCS to turn their belief in using mobile technology to enhance the lives of people everywhere into a reality. I remain immensely impressed and proud by how TCS brings the power of customer centricity, innovation and differentiated value proposition, while leveraging power of One TCS and amazing contextual knowledge to deliver exponential value to HMD and to our end consumers. With TCS as our growth and transformation partner, we will build on our aspiration to connect the world, powered by commitment and passion," said **Jussi Sorvali, CIO, HMD Global Oy**.

The report shows that the three main driving forces for companies in the Nordics to outsource IT operations are to achieve better scalability to meet business goals (63 percent), to focus on core business (61 percent) and to gain access to talent and resources (53 percent).

Avinash Limaye, Regional Head, Nordics, TCS, said, *"We are pleased to receive this number one position in the overall region as well as in each of the Nordic countries and thank all our customers for the great trust they continue to place in us. This recognition is a reflection of our customer-centricity and the investments we have made to build the capabilities needed to drive their growth and transformation journeys."*

"TCS has once again managed to win first place for customer satisfaction among IT service providers in the Nordic region. Taking home this accolade for the thirteenth year in a row is a phenomenal achievement that shows the belief their customers have in them," said **Jef Loos, Head of Sourcing, Whitelane Research**. *"TCS' ability to constantly adapt to market demands is one of many reasons they continue to be trusted to deliver year after year."*

TCS has been present in the Nordic region since 1991 and currently has over 20,000 employees supporting

leading clients in Sweden, Finland, Norway and Denmark drive growth and transformation. TCS is the second most valuable IT services brand in the world, according to Brand Finance, the world's leading brand valuation agency. It was recently named the #1 Top Employer in Europe by the Top Employers Institute.

For more information about the report, visit [Whitelane Research](#).

About Tata Consultancy Services (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 over 50 years. TCS offers a consulting-led, cognitive powered, integrated portfolio of business, technology and engineering services and solutions. 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 556,000 of the world's best-trained consultants in 46 countries. The company generated consolidated revenues of US \$22.2 billion in the fiscal year ended March 31, 2021, 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 MSCI Global Sustainability Index and the FTSE4Good Emerging Index. For more information, visit www.tcs.com.

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