



TCS/PR/SE-164/2020-21

February 2, 2021

**National Stock Exchange of India Limited**  
**Exchange Plaza, Bandra Kurla Complex,**  
**Mumbai - 400051**  
**Symbol - TCS**

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

Dear Sirs,

We are sending herewith copy of the Press Release titled “**TCS Recognized as a Leader in Aware IT Infrastructure Services Automation by Everest Group**” 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 'Rajendra Moholkar', with a horizontal line underneath.

**Rajendra Moholkar**  
**Company Secretary**

**TATA CONSULTANCY SERVICES**

**TATA Consultancy Services Limited**

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Corporate identification No. (CIN): L22210MH1995PLC084781

## TCS Recognized as a Leader in Aware IT Infrastructure Services Automation by Everest Group

*Tata Consultancy Services' MFDM™, Autonomous Enterprise Software ignio™, IT Infrastructure Automation IPs, and Client Management, Cited as Key Strengths*

**NEW YORK | MUMBAI, February 2, 2021:** Tata Consultancy Services (TCS) (BSE: 532540, NSE: TCS), a leading global IT services, consulting and business solutions organization, has been recognized as a Leader in the Everest Group PEAK Matrix® for Aware (Intelligent) IT Infrastructure Services Automation<sup>1</sup>.

The report highlighted that TCS' Machine First™ Delivery Model (MFDM™) helps enterprises build their intelligent automation journey — allowing enterprises to follow a prescriptive approach toward cognitive intelligent automation. It goes on to mention that TCS exhibits strong heterogeneity in baking in a multitude of home-grown IT infrastructure automation IPs along with third-party tools, to deliver automation benefits to enterprise clients.

According to the report, clients appreciated the extensive automation use case coverage ignio™ offers across operating systems, application stacks, and the underlining infrastructure stacks and highlighted well-defined licensing and the ability to customize as the key differentiators of ignio.

*“Enterprises are investing in IT infrastructure automation to enhance customer experience, build operational resilience and reapportion talent from routine support tasks to higher value activities around transformation and innovation. TCS’ Machine First approach leverages artificial intelligence, analytics, and cloud to realize an intelligent IT infrastructure, helping enterprises strengthen the digital core and drive business model innovation,”* said **Ashok Pai, Global Head, Cognitive Business Operations, TCS.** *“Our leadership position in this assessment is a recognition of our vision, strategy and investments aimed at developing future-ready and differentiated offerings and demonstrated ability to deliver superior business outcomes for our customers.”*

TCS helps global customers adopt its Machine First approach to transform their workplaces by modernizing their IT infrastructure and making it agile, resilient, and responsive. The AI-led human-machine collaborative approach powers IT automation solutions, that are contextualized to real-time business scenarios, enabling straight-through processing and self-healing operations. This approach focuses on critical business KPIs integrated with IT operational insights using advanced analytical methodologies and AI/ ML features. It targets key business domains, helps impact mapping to business services and brings insights on Business Process Application Infrastructure (BPAI).

TCS offers an end-to-end infrastructure services portfolio consisting of service desk, workplace transformation, and agile data center offerings. For service desk transformation, the MFDM solution includes chatbots, voice bots, email bots, and intent classification. These integrated solutions enable superior experience, quality improvement and operational excellence.

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<sup>1</sup> Aware (Intelligent) IT Infrastructure Services Automation PEAK Matrix® Assessment 2021, Ashwin Venkatesan, Udit Singh, Zachariah K Chirayil, Everest Group, October 20, 2020

TCS' data center transformation solutions include auto fulfilment of IT Service Management (ITSM) service requests, autonomous resolution of ITSM incidents, periodic health checks for server and service availability, monitoring and alert management operations, scaling up of value from existing IT operations management, performing service up/down validations, ticket tracking and management, and an end to end patch management solution. Intelligent automation of the data center operations increases reliability and ensures business functionality availability to end customers even during peak seasons.

The MFDM Enterprise – AI Workbench platform builds and manages AI-enabled solutions for the enterprise. The AI-based workforce transformation solution analyses the workforce patterns leveraging neural net-based ML models. It predicts workforce transformations for cross skill, upskill, and automation enablement to help organizations handle the service desk/ user queries through multiple channels.

ignio, TCS' award-winning autonomous enterprise software, has a unique capability to blend artificial intelligence, machine learning, and advanced software engineering to make enterprise IT resilient and self-healing.

*"To tide over the disruptions caused by COVID-19, enterprises worldwide have identified automation as a key lever to enhance business resiliency, enterprise productivity, and benefits from their digital bets," according to **Mukesh Ranjan, Practice Director, Everest Group**. "TCS has invested in building a strong portfolio of solutions with a comprehensive coverage of automation use cases across IT infrastructure towers. Enterprise clients have appreciated technical expertise, commercial flexibility, and client management exhibited by TCS."*

To know more about TCS' Automation and AI capabilities, please visit: <https://www.tcs.com/automation-and-ai>

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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 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 469,000 of the world's best-trained consultants in 46 countries. The company generated consolidated revenues of US \$22 billion in the fiscal year ended March 31, 2020, 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](http://www.tcs.com).

To stay up-to-date on TCS global news, follow [@TCS\\_News](https://twitter.com/TCS_News).

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