



TCS/PR/SE-73/2020-21

September 2, 2020

**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 Digital Workplace Services 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 Digital Workplace Services by Everest Group**

*Tata Consultancy Services' Quick Support for Customers During the COVID-19 Crisis, its Secure Borderless Workspaces™ Operating Model, and Comprehensive Workplace Portfolio, Cited as Key Strengths*

**NEW YORK | MUMBAI, September 2, 2020:** Tata Consultancy Services (TCS) (BSE: 532540, NSE: TCS), a leading global IT services, consulting and business solutions organization, has been named a Leader in the Everest Group PEAK Matrix® for Digital Workplace Services<sup>1</sup>.

According to the report, TCS has been one of the frontrunners in supporting enterprises during the COVID-19 crisis; it was quick to package its capabilities to provide enterprises with a secure work-from-home setup with Secure Borderless Workspaces™ (SBWS™). It goes on to say that being the first major service provider to announce its future way of working (75% of its staff to work from home), TCS was able to garner enterprise mindshare and showcase clarity of vision.

Highlighted as a key strength was the company's comprehensive workplace portfolio with a credible set of workplace platforms and solutions, underpinned by a broad set of partnerships and investments. Another strength cited in the report is TCS' integrated platform – Digital Workplace Studio that provides a comprehensive set of traditional and next-generation workplace functionalities in a persona-based setup.

According to the report, TCS' messaging around user experience and business-aligned workplace is resonating well with clients. Additionally, it highlights that clients perceive TCS as a highly dependable strategic partner with exemplary service levels and appreciate its willingness to go beyond SLAs during the pandemic.

*"The pandemic has shown enterprises the importance of investing in building intuitive, flexible and secure digital workplaces. Progressive organizations that embraced this idea earlier on were able to seamlessly switch to remote working amid the COVID-19 lockdowns, minimizing disruption to work and continuing to deliver superior employee and customer experiences,"* said **Krishna Mohan, Deputy Head, Cognitive Business Operations, TCS**. *"This leadership recognition is a reflection of our vision and strategy, portfolio of solutions, and the resultant market success."*

TCS offers a comprehensive suite of services and solutions for global enterprises looking to transform their workplaces for the post pandemic world. Key digital workplace offerings include:

**Secure Borderless Workspaces™:** The transformative operating model allows organizations to fully and seamlessly transition to virtual workspaces and take full advantage of their talent ecosystem to maximize business opportunities. It encompasses a wide range of human functions, including infrastructure, talent management and employee engagement; processes, tools, and governance mechanisms; and collaboration and engagement practices.

**TCS Safe Workplace:** A return-to-work solution that helps global enterprises quickly transition to a safe, secure and productive work environment. It uses existing enterprise platforms to design and create a

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<sup>1</sup> Digital Workplace Services PEAK Matrix® Assessment 2020, Ashwin Venkatesan, Aditi Prakash, Udit Singh, Everest Group, August 21, 2020

workplace command center that assesses the readiness of employees, the work environment and the workforce model; automates the return to work processes, including contact tracing, shift management, and workspace planning; and monitors critical risk factors.

**Digital Workplace Studio:** An integrated platform that enables the contextualization, orchestration and integration of customers' global end-user environments. TCS brings in a layer of application and experience through industry agnostic solutions on top of the traditional cognitive workplace services (i.e. service desk, field services support, and remote services).

**Digital Workplace as a Service (DWaaS):** A cloud-based offering enabling the entire workplace to work as an application independent of the underlying device. TCS leverages its own enterprise cloud platform as well as other leading cloud providers to enable this for customers.

**Cognitive Service Desk:** Leverages TCS-built intellectual property such as Mobitio, ignio, chatbots, digital assistants, speech recognition technology, and gamification. Mobitio is an enterprise mobility platform embedded with intelligent automation and real-time analytics to provide location-aware services, creation and tracking of service requests on the go, and enterprise social collaboration.

*"TCS has built a comprehensive workplace services offering that spans traditional and next-generation workplace functionalities," said **Ashwin Venkatesan, Vice President, Everest Group**. "Its clients see TCS as a highly dependable strategic partner with exemplary service levels, specifically acknowledging its willingness to go beyond SLAs during the pandemic. Its messaging around user experience and business-aligned workplace models particularly resonates with clients. As a result of its offerings and client sentiment, TCS is positioned as a Leader in Everest Group's Digital Workplace Services PEAK Matrix Assessment 2020."*

*"We have leveraged our industry-leading thought leadership, domain capabilities in talent management, employee engagement and well-being, business continuity, facility management, and our investments in innovation and intellectual property to create a compelling portfolio of digital workplace solutions. These are helping customers drive frictionless workplace experiences and unprecedented levels of collaboration, helping enhance productivity, agility and innovation," said **Ashok Krish, Global Head, Digital Workplace, TCS**.*

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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 443,000 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). [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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