



TCS/PR/SE-139/2021-22

December 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 “**Swiss CxOs Rank TCS #1 in Customer Satisfaction in Independent Survey**” 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 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

Swiss CxOs Rank TCS #1 in Customer Satisfaction in Independent Survey

Tata Consultancy Services Topped Poll of 120 CxOs of Largest IT Spending Enterprises in Switzerland, with An Overall Satisfaction Score of 81%

ZURICH | MUMBAI, December 2, 2021: Tata Consultancy Services (TCS) (BSE: 532540, NSE: TCS), a leading global IT services, consulting and business solutions organization, has been voted number one in customer satisfaction in Switzerland, in an independent survey of CxOs of top IT spending organizations.

This is the ninth consecutive year that TCS has taken the top spot with an overall satisfaction score of 81%, compared to the industry average of 74%, reflecting TCS' strong performance across multiple dimensions.

The independent study by Whitelane Research and Navisco AG surveyed more than 120 CxOs and senior decision makers of the top of the top IT spending organizations in the country, representing over 300 contracts with IT service providers. It evaluated 22 IT service providers over 9 key performance indicators along service delivery, relationship, commercial and transformation.

TCS took the top position in Service Quality, Account Management, Contractual Flexibility and Business Understanding. By IT domain, the company ranked first in Application Development, Maintenance and Testing.

Heinz Gehri, Country Manager, TCS Switzerland, said: *"We are pleased to be ranked number one by our customers yet again. This recognition reflects our customer-centric approach and the immense value we have created for our customers by continually investing in newer capabilities. Our deep contextual knowledge of their businesses and technology landscapes, and the trust built up over the course of these long-term relationships, have made us the preferred partner in their growth and transformation journeys."*

Expressing his confidence in TCS, **Hansjörg Magalhaes, Global Product Manager, ERP Commercial & Supply at pharmaceutical enterprise Takeda**, said: *"We have been working with Tata Consultancy Services for five years now and are enjoying a true end-to-end partnership. Particularly during challenging times, TCS has proven to be a reliable partner. I am not surprised with the results of the Whitelane study, and I would like to congratulate TCS on this achievement."*

"Tata Consultancy Services has ranked first in our comprehensive customer satisfaction survey in Switzerland from the very beginning," said **Jeff Loos, Head of Sourcing, Whitelane Research**. *"These research findings demonstrate an impressive long-term commitment and prove that TCS is a continuously reliable and innovative partner in digital transformation, even in challenging business environments."*

Whitelane Research is an independent organization which conducts extensive European IT sourcing studies, as well as hosts events across the continent. In addition to publishing its annual Europe-wide report, Whitelane Research also publishes individual country-specific reports throughout the year.

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.

For immediate use **Press Release**

A part of the Tata group, India's largest multinational business group, TCS has over 528,000 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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