



TCS/PR/SE-151/2020-21

January 7, 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 Ranked #1 for Customer Satisfaction by Leading French Companies**” 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', 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 Ranked #1 for Customer Satisfaction by Leading French Companies

Tata Consultancy Services was Positioned Highest in Innovation, Business Understanding and Service Delivery Quality in Independent Survey of CXOs of Top IT Spenders in France by Whitelane Research

PARIS | MUMBAI, January 7, 2021: Tata Consultancy Services (TCS), (BSE: 532540, NSE: TCS) a leading global IT services, consulting and business solutions organization, has been ranked number 1 for customer satisfaction in France in the Whitelane Research 2020 IT Sourcing Study, Europe's largest independent survey of IT service providers.

The survey ranked 29 IT service providers based on responses from more than 160 CXOs and senior decision makers of the top IT spending organizations in France. It investigated 480 unique IT sourcing relationships as well as more than 300 cloud sourcing relationships to assess service providers on nine key performance indicators along service delivery, relationship, commercial and transformation.

TCS was ranked number one by its clients for the second consecutive year, with an overall satisfaction score of 82%, compared to the industry average of 71%. It also received the highest scores across Innovation, Service Delivery Quality, Account Management Quality and Business Understanding.

Rammohan Gourneni, Country Director, TCS France, said, *"We are pleased to receive this recognition for our customer-centricity, innovation focus, and delivery excellence. These attributes and our sustained investments in talent development, research and innovation, intellectual property and building localized domain capabilities across industries have made us the preferred growth and transformation partner to our French customers."*

"TCS is ranked number 1 in France in our extensive Customer Satisfaction survey for the second year in a row," said **Jef Loos, Head of Sourcing, Whitelane Research,** *"In a very challenging business environment, TCS growth's in the French market remains strong and consistent and this first position demonstrates the long-term engagement of TCS for its customers, and its capabilities, flexibility and agility in supporting their digital transformation."*

Present in France since 1992, TCS currently partners with over 80 leading French corporations in their growth and transformation journeys, including 18 of the CAC40. Over the last few years, TCS has made sustained investments in France and opened delivery centers in Paris-Suresnes, Lille and Poitiers, offering customers local support and access to TCS' deep expertise. Earlier this year, TCS was also recognized as a Top Employer in France by the Top Employers Institute.

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 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 453,000 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.

For TCS global news, follow [@TCS_News](https://twitter.com/TCS_News).

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