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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 a Leader in Advanced Digital Workplace Services: NelsonHall**” 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

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TCS a Leader in Advanced Digital Workplace Services: NelsonHall

Tata Consultancy Services' Intellectual Property, Defined Modern Workplace Offerings, and Investments in TCS Pace Port™ and Digital Reimagination Studios Were Cited as Key Strengths

LONDON | MUMBAI, August 7, 2020: Tata Consultancy Services (TCS) (BSE: 532540, NSE: TCS), a leading global IT services, consulting and business solutions organisation, has been recognised as a Leader in the NelsonHall NEAT for Advanced Digital Workplace Services, for the second year in a row¹.

The report cited TCS' specific intellectual property in support of digital workplace services, such as Digital Workplace Studio and ignio™, and its Pace Port™ and Digital Reimagination Studios that drive co-innovation, as key strengths. It highlights the company's dedicated Microsoft Business Unit and defined modern workplace offerings that support its digital workplace services. Also cited as strengths are its modern governance models driven by experience level agreements and experience centres.

"Enterprises are aligning their digital workplace initiatives with their broader growth and transformation goals, clearly identifying opportunities to improve employee experience, productivity and effectiveness by prioritizing technology investments and enabling the workforce to embrace disruptive change," said Krishna Mohan, Deputy Head, Cognitive Business Operations, TCS. "Our Leadership position is a testament to our ability to deliver the right digital experience to end users leveraging our strong digital workplace portfolio mix, investments, innovation and proven delivery capabilities."

TCS' key digital workplace offerings include:

Secure Borderless Workspaces™: A transformative operating model that allows organizations to 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.

Digital Workplace Studio: An integrated platform that enables the contextualization, orchestration and integration of customers' global end-user environment. 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). It is characterized by:

- Zero Touch IT: Machine First™ Delivery Model (MFDM™), powered by ignio, a cognitive automation platform that uses its pre-built body of knowledge and context awareness to diagnose and fix IT operational issues autonomously.
- Use of Next Gen Technologies: Speech analytics, biometrics, experience analytics and other emerging technologies.
- Empowered User Experience: Persona-based omnichannel experience, leveraging a one-click solution for intuitive and immersive support.

¹ Advanced Digital Workplace Services NEAT, John Laherty, NelsonHall, May 19, 2020

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.

John Laherty, Senior IT Services Research Analyst, NelsonHall, said: *“TCS is driving employee experience across the digital workplace, focusing on modern workplace management and technologies and best-fit support models. It aims to develop workplaces to meet the experience of end-users in the context of business 4.0 and through its MFD framework taking everything to the automation layer. TCS has extensive IP and third-party tools in support of digital workplace services, including its Digital Workplace Studio and ignio automation platform. Furthermore, it is expanding its dedicated experience centers globally, to monitor sentiments of end-users as they engage across services proactively, and ramping its digital re-skilling initiatives across the company to support future workplace requirements.”*

“TCS has a stellar track record in reimagining the future of work with its Secure Borderless Workspaces framework that integrates experience, applications and infrastructure, backed by research and innovation in behaviour sciences and workplace automation. We have built scale and capabilities in designing frictionless, delightful workplace experiences on unified collaboration platforms and have helped customers enhance productivity, collaboration, agility and employee innovation,” said **Ashok Krish, Global Head, Digital Workplace Unit, TCS.**

About NelsonHall

NelsonHall is the leading global analyst firm dedicated to helping organizations understand the 'art of the possible' in digital operations transformation. With analysts in the U.S., U.K., and Continental Europe, NelsonHall provides buy-side organizations with detailed, critical information on markets and vendors (including NEAT assessments) that helps them make fast and highly informed sourcing decisions. And for vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall's research is based on rigorous, all-original research, and is widely respected for the quality, depth, and insight of its analysis.

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.

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

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