TCS/PR/SE-24/2020-21

June 8, 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 "**UK Clients Rank TCS #1 IT Service Provider for Customer Satisfaction"** which will be disseminated shortly.

The Press release is self-explanatory.

Thanking you,

Yours faithfully,
For **Tata Consultancy Services Limited**

Rajendra Moholkar
Company Secretary

TATA CONSULTANCY SERVICES

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UK Clients Rank TCS #1 IT Service Provider for Customer Satisfaction

Tata Consultancy Services' Ranked as the Top IT Service Provider in an Independent Survey of the Top 250 IT Spending Enterprises in the UK

LONDON | MUMBAI, June 8, 2020: Tata Consultancy Services (TCS) (BSE: 532540, NSE: TCS), a leading global IT services, consulting and business solutions organization, has been ranked number one in customer satisfaction in the UK in Europe's largest independent survey of IT service providers, carried out by Whitelane Research.

Customers in the UK gave TCS top ranking, with an overall satisfaction score of 81 percent, an increase of 6 percent from 2019, and much higher than the industry average of 68 percent. TCS was also ranked number one in 'application development maintenance and testing' and 'infrastructure services', with satisfaction rates of 82 percent and 78 percent respectively.

In addition to overall customer satisfaction, the survey also assessed each company based on eight key performance indicators (KPIs). TCS was ranked highest for service delivery quality with customer satisfaction at 80 percent compared to an industry average of 69 percent. TCS was also ranked among the top three for cloud capability (66 percent), account management (81 percent), transformation quality (80 percent) and business understanding (77 percent). In all eight KPIs, TCS' customer satisfaction was higher than the industry average.

"We thank our customers for this recognition and are honoured to have their continued support," said **Amit Kapur, Country Head**, **TCS UK & Ireland.** *"Our customer-centric world view has driven continual investments in newer capabilities to help customers build value at speed. Our contextual knowledge and innovative models such as Secure Borderless Workspaces are helping our customers in the UK stay productive and keep their businesses moving forward."*

Neil Holden, Group IT Director, **Halfords Group,** commented: *"TCS has served us well since we started our strategic relationship with them in early 2019. In recent months we have all faced new and unforeseen challenges that have forced us to do things differently. Our partnership with TCS has helped us to quickly adapt the business model by enabling our staff to work from home so we can continue providing excellent service to our customers, many of whom are key workers. TCS has gone above and beyond the call of duty, working tirelessly and putting in some very long hours to help keep our business moving. We appreciate everything they do and we fully understand why they have received this recognition.''*

Ash Jokhoo, CIO, Virgin Atlantic, commented, "*Virgin Atlantic has a long-standing partnership with TCS and through this unprecedented crisis we continue to work closely together. Our ambition and aim to become the most loved travel company is still at the forefront of our minds, and with a continued focus on innovation having a robust technology partner has never been more essential. Congratulations to TCS on their well-deserved result."*

The research examined 29 IT service providers, their performance, customer satisfaction levels and delivery quality. 250 participants of the top IT spending organisations in the UK evaluated over 550 unique IT sourcing relationships as well as more than 600 cloud sourcing relationships.

Jef Loos, Head of Sourcing Research Europe, Whitelane Research, said, *"We are pleased to announce TCS as the top provider in the UK for the fifth time in seven years. Their outstanding customer satisfaction, well above the industry average, demonstrates the excellent work they provide to their customers. This year we have seen truly outstanding results from TCS across the board with long term industry leading scores. It is more important than ever that companies feel supported by their technology as we move into a more cloud-based system to support remote working and ongoing digital transformations."*

The top ranking from Whitelane Research follows a strong start to 2020 from TCS which has achieved widespread industry recognition in the UK. TCS was ranked as the number one Top Employer in the UK by the Top Employers Institute and was named in The Sunday Times List of Best Companies to Work for 2020. TCS was also named the Fastest-growing IT Services Brand of the Decade by Brand Finance. In addition, TCS' won a Gold Stevie® and two Silver Stevie® awards at the 16th Annual International Business Awards, for developing the official mobile app for the Virgin Money London Marathon.

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 448,000 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.

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