TCS/PR/SE-83/2021-22

September 9, 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 Signs 10-year Contract with Transport for London to Digitally Transform Taxi and Private Hire Vehicle Licensing Administration**" 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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TCS Signs 10-year Contract with Transport for London to Digitally Transform Taxi and Private Hire Vehicle Licensing Administration

London's 115,000 Taxi and Private Hire Vehicles are Set to Benefit from a New Cloud-based Smart Mobility System Powered by Tata Consultancy Services' DigiGOV™ Framework

LONDON | MUMBAI, September 09, 2021: Tata Consultancy Services (TCS) (BSE: 532540, NSE: TCS), a leading global IT services, consulting and business solutions organization, has been selected by Transport for London (TfL) to design, implement and operate a new smart mobility system that will reimagine the administration of taxi and private hire vehicles in London.

Over the course of the 10-year contract – which has the opportunity for a five-year extension – TCS will digitally transform taxi and private hire licensing and administration, as well as implement continuous improvements and innovation, responding to evolving industry trends and customer demands.

TCS will design and launch the new system using its DigiGOV™ framework for rapid digital transformation. The system will include an on-demand data and records management system that will enhance user experience by offering services like licensing payments and refunds to vehicle operators and owners through digital channels. Streamlined workflows link the user-friendly front-end interfaces with back-end activities such as bookings, personal detail processing and vehicle inspections. This digital shift by design, will encourage a self-service approach among licensees. Further, with data hosted on AWS cloud, the new solution will be scalable to accommodate future growth, and resilient so customers don't face outages during operational hours.

The new system will be flexible and extensible to comply with evolving policy requirements and legislation. As part of the change management, TCS will conduct in-depth training as part of the onboarding process.

"*TfL is the foremost transportation authority in the world with its innovative approach to managing urban transportation with the use of technology and data. The new TCS-designed technology system will meet TfL's key objectives, enhance customer experience and enable future requirements including connected, shared, electric, autonomous vehicle registrations. We are delighted to be appointed by TfL to deliver this transformation*," commented **Amit Kapur, Country Head, TCS UK and Ireland.**

Graham Robinson, General Manager of Taxi and Private Hire, TfL, said: "*An efficient and effective licensing system is paramount for any regulator overseeing taxi and private hire operations in a world city. We are pleased to have signed this contract with TCS, as it ensures our business keeps pace with technological developments and gives the best possible service to licensees*."

TCS is the largest IT service provider by revenue in the UK with roughly 18,000 employees and is a significant contributor to the UK economy and to local community initiatives across the country. TCS has been ranked the #1 IT services provider for customer satisfaction in surveys by Whitelane Research, for six consecutive years. It is listed among the top 25 Best Companies to work for in the UK, among the Best Companies in the Consultancy Sector, and named the number 1 Top Employer in UK by the Top Employers Institute.

About Tata Consultancy Services

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 500,000 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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