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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 Ranked #1 in Customer Satisfaction by European Companies"** 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 Ranked #1 in Customer Satisfaction by European Companies

Tata Consultancy Services Was Positioned Highest in Europe for Eighth Consecutive Year in Survey of 1,700 CxOs of Top IT Spending Enterprises by Whitelane Research

AMSTERDAM | MUMBAI, February 11, 2021: Tata Consultancy Services (TCS), (BSE: 532540, NSE: TCS) a leading global IT services, consulting and business solutions organization, has been ranked number one for customer satisfaction across Europe in an independent survey of CxOs of top IT spending organizations by Whitelane Research.

Whitelane Research's 2020/2021 IT Sourcing Study ranked 30 IT service providers based on responses from close to 1,700 CxOs and senior decision makers. It investigated over 4,050 unique IT sourcing relationships to assess service providers on nine Key Performance Indicators (KPIs) along service delivery, relationship, commercial and transformation.

TCS was ranked number one in the poll for the eighth consecutive year, with an increased overall satisfaction score of 82 percent compared to the industry average of 72 percent. TCS demonstrated strong results across multiple dimensions:

- By IT domain: #1 in all IT domains – application development, maintenance, and testing; data center, managed infrastructure, and hosting; and end-user services
- By KPI: Topped the ranking in service delivery quality, cloud capability, contractual flexibility, and price level
- By Annual Contract Value: #1 in customer satisfaction in both small and large contracts (annual value <€5 million and >€5 million respectively)
- By Industry: #1 in financial services, energy and utilities, retail, and transportation & logistics

"*We pride ourselves on our customer-centric approach, so it is heartening to receive this recognition from our European customers. It is a testament not only to our dedication to them but also to our investments in innovation, our comprehensive portfolio of intellectual property, and the commitment of our fantastic employees*," said **Sapthagiri Chapalapalli, Head, TCS Europe.** "*The pandemic and its aftermath have been challenging for all of us for various reasons, but there are also positives to be taken away from the experience. Our Secure Borderless Workspaces™ model not only helped customers keep their mission-critical operations running, but also accelerated their transformational journeys while ensuring the safety of their workforces and ours. This has brought us closer to our customers, further strengthening our mutual trust and deepening our relationships.*"

"*TCS has been a Takeda partner for four years and has supported our digital transformation initiatives for the last 18 months*," said **Hansjoerg Magalhaes, Global Product Manager, ERP Commercial & Supply, Takeda**. "*During Takeda's 'EDGE' (Enhanced Digital Global Experience) project, which connects service innovation and cutting-edge digital technologies with a factory development model, we have enjoyed a true end-to-end partnership with TCS that has enabled us to take advantage of their in-depth domain knowledge, including design innovation, business consulting, product strategy, and technology*

implementation. Based on our experience with TCS, we are not surprised they have ranked number one once again in the Whitelane Client Satisfaction Survey. Well deserved!"

"*Being one of the most sustainable mode of transport, railways play a significant role in addressing sustainability challenges related to the growing demand for transportation. To be an attractive alternative and deliver on changing customer demands, digitization is crucial for us*," said **Guido Lemeire, CEO Ypto and CIO, SNCB/NMBS**. "*TCS brought us the technical expertise we needed and combined that with their vertical expertise on the railway industry. Driving such a profound transformation in our complex, vital organization is very impressive. They very much deserved this important recognition in customer satisfaction*."

"*Tata Consultancy Services has ranked number one in our extensive Customer Satisfaction survey for eight consecutive years across Europe*," said **Jef Loos, Head of Sourcing, Whitelane Research**. "*This permanence at the very top serves as proof of their dedication and long-term engagement to the European market. Throughout what has been a very challenging environment for all organizations, TCS showcased their capabilities, flexibility and agility in supporting their clients in their digital transformation efforts regardless of the situation. They have more than proved to be the reliable, innovative and trusted digital partner customers are looking for*."

TCS helps leading European customers drive their growth and transformation initiatives. Since its first European customer engagement in 1975, TCS' business in the region continues to grow ahead of the market. It currently provides technology solutions and products to more than 350 European clients across the region. The company is committed to the philosophy of building sustainable, purpose-driven businesses that are rooted in the community. For the last several years, TCS has been named a Top Employer in Europe by the Top Employers Institute. In addition, it is investing in education and currently works with over 250 schools and universities across Europe to develop the digital skills and capabilities needed for the workforce of the future.

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 469,000 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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