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June 14, 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 Number One in Customer Satisfaction and Business Understanding by Leading UK 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 Number One in Customer Satisfaction and Business Understanding by Leading UK Companies

Tata Consultancy Services Was Positioned Highest with an Overall Satisfaction Score of 85 Percent in a Nationwide Survey of 250 CxOs of Top IT Spending Enterprises by Whitelane Research

LONDON | MUMBAI, June 14, 2021: Tata Consultancy Services (TCS) (BSE: 532540, NSE: TCS), a leading global IT services, consulting and business solutions organisation, has been ranked Number One in customer satisfaction in the UK in an independent survey of leading enterprises by Whitelane Research, for the sixth time. TCS' customer satisfaction scores were 11% higher than other large IT consultancies in the UK.

The survey ranked 34 IT and cloud service providers based on responses from 250 CxOs of the largest IT spending organisations in the UK, based on their performance, customer satisfaction levels and delivery quality. It evaluated over 600 unique IT sourcing relationships as well as more than 800 cloud sourcing relationships.

TCS was ranked at the top position by customers in the UK with an overall satisfaction score of 83%, significantly ahead of the average score of 72%. Among the 9 key performance indicators, TCS was ranked number one in business understanding, scoring 80% (vs an average of 75%) and in-service delivery quality, scoring 83% (vs an average of 73%). Additionally, TCS scored 68% in innovation and 69% in proactivity, 6% and 2% above average respectively.

The independent survey also measured customer satisfaction by IT domains, in which TCS was named number one in application development, maintenance and testing (83%), data centre, managed infrastructure and hosting (88%) and end-user services (85%), well above the industry average by 9%, 19% and 15% respectively.

"We have been partnering with leading enterprises in the UK, helping them achieve their growth and transformation aspirations, leveraging our deep contextual knowledge, investments in innovation and intellectual property, and expertise in digital technologies," said **Amit Kapur, Country Head, TCS UK and Ireland.** *"We are delighted to receive this recognition from an independent third-party organization. It reflects our customer-centricity and the dedication of our employees."*

"This is a great achievement for TCS as it achieves top IT Services Provider in the UK for the sixth time," commented **Jef Loos, Head of Sourcing Research Europe, Whitelane Research**. *"The last year has brought great change and challenge for every kind of business. The role of IT service providers such as TCS remains integral to supporting businesses through this ongoing period of uncertainty and helping them to succeed in this new world of work."*

TCS is among the largest IT service providers in the UK with roughly 19,000 employees and is a significant contributor to the UK economy and to local community initiatives across the country. TCS was recently listed among the top 25 Best Companies to work for in the UK and among the Best Companies in the Consultancy Sector.

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About Tata Consultancy Service

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 488,000 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** and follow TCS news at **@TCS_News**.

To stay up-to-date on TCS global news, follow @TCS_News.

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