TCS/PR/SE-138/2020-21

December 14, 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 "**TCS Ranked #1 for Customer Satisfaction by Leading German 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 for Customer Satisfaction by Leading German Companies

*Tata Consultancy Services Placed Highest for Service Delivery Quality as well as Application Development, Maintenance, and Testing in Independent Survey of IT Providers by Whitelane Research*

**FRANKFURT | MUMBAI, December 14, 2020:** 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 in Germany in the Whitelane Research 2020 IT Sourcing Study, Europe's largest independent survey of IT service providers.

The survey ranked 27 IT service providers based on responses from more than 160 CxOs and senior decision makers of the top IT spending organizations in Germany. It investigated over 450 unique IT sourcing relationships to assess service providers on nine Key Performance Indicators (KPIs) along service delivery, relationship, commercial and transformation. It also measured satisfaction by IT domains.

TCS was ranked at the top position by its clients in Germany, with an overall satisfaction score of 84 percent, compared to the industry average of 72 percent. It also received the highest scores across multiple dimensions:

- By KPI: Service delivery quality, contractual flexibility, innovation
- By IT domain: Application development, maintenance, testing

"*We are delighted by the results of this survey and are grateful to our clients for their continued trust and confidence in TCS*," said **Bhuwan Agrawal, Regional Head, Central Europe, TCS**. "*Our customer-centricity, investments in research and innovation, intellectual property and organic talent development, as well as the commitment and dedication of our employees ensure we remain the gold standard for customer satisfaction*."

"*Clients can best judge the performance of a company. TCS' first rank in our extensive customer satisfaction survey in Germany serves as proof of their long-term engagement in this market*," said **Jef Loos, Head of Sourcing, Whitelane Research**. "*In a very challenging environment for all companies, TCS showcased their capabilities, flexibility and agility in supporting their clients in their digital transformation efforts and proofed to be a reliable and innovative partner*."

Whitelane Research is an independent organization which conducts extensive European IT sourcing studies, as well as hosting events across the continent. In addition to publishing its annual Europe-wide report, Whitelane Research also publishes individual country-specific reports throughout the year.

Present in Germany since 1991, TCS currently partners with over 100 leading German corporations in their growth and transformation journeys, including 16 of the DAX30. TCS is ranked by analysts as the fastest-growing IT service provider in Germany with a 10-year CAGR of over 24 percent. Earlier this year, TCS was also recognized as a top employer in Germany by the Top Employers Institute.

**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 453,000 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.

For TCS global news, follow @TCS_News.

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