



TCS/PR/SE-127/2021-22

November 15, 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 Helps Juniper Networks Digitally Transform Customer Experience**” which will be disseminated shortly.

The Press release is self-explanatory.

Thanking you,

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

A handwritten signature in blue ink, appearing to read 'Pradeep Manohar Gaitonde'.

Pradeep Manohar Gaitonde
Company Secretary

TATA CONSULTANCY SERVICES

TATA Consultancy Services Limited

9th Floor Nirmal Building Nariman Point Mumbai 400 021

Tel. 91 22 6778 9595 Fax 91 22 6778 9660 e-mail corporate.office@tcs.com website www.tcs.com

Registered Office 9th Floor Nirmal Building Nariman Point Mumbai 400 021.

Corporate identification No. (CIN): L22210MH1995PLC084781

TCS Helps Juniper Networks Digitally Transform Customer Experience

Tata Consultancy Services Leveraged its Deep Contextual Knowledge to Deliver an Intelligent Customer Service Platform That Has Reduced Case Resolution Times and Enhanced Customer Satisfaction

SANTA CLARA | MUMBAI, November 15, 2021: Tata Consultancy Services (TCS) (BSE: 532540, NSE: TCS), a leading global IT services, consulting and business solutions organization, announced that it has worked alongside Juniper Networks, a leader in secure, AI-driven networks, to successfully roll out a new service platform to deliver superior experiences to its customers and partners.

As part of its vision to deliver experience-first services, Juniper is transforming its digital support tools to simplify experiences for IT and operations teams running networks. As part of this strategy, Juniper Networks chose TCS, their trusted transformation advisor, to digitally reimagine customer service experiences and make them intelligent, personalized, and easy-to-use for its customers across various industries.

TCS leveraged its deep contextual knowledge of Juniper's business and extensive experience in the networking industry and 'Web-First' customer service frameworks, to design and deliver a new Customer Experience Center platform that enables seamless, consistent, and real-time omnichannel experiences. Intelligent routing and simplified case management processes have resulted in improved first call resolutions and reduced case resolution times, enhancing customer satisfaction. This future-ready, agile digital platform will enable new capabilities helping Juniper Networks realize its growth and transformation vision.

"Experience-first stands at the core of Juniper's values and growth. TCS has been a valuable advisor in delivering a key, next-generation digital support tool that will simplify experiences for IT and operations professionals," said **Derrell James, EVP, Global Services, Juniper Networks**. *"We look forward to continuing our relationship with TCS as we work together to build new initiatives for enhanced customer experiences."*

"TCS has been Juniper Networks' strategic partner in several transformation programs over the years. We are delighted to have worked with Juniper to build their digital future-ready customer experience platform. TCS' deep domain and CX capabilities, customer centricity, and expertise in powering large transformation programs, helped drive this highly complex initiative and deliver an exceptional product," said **V Rajanna, Global Head, Technology Business Unit, TCS**.

About Tata Consultancy Services (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 528,000 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

For immediate use **Press Release**

such as the MSCI Global Sustainability Index and the FTSE4Good Emerging Index. For more information, visit www.tcs.com

TCS media contacts:

Asia Pacific	Email: sean.davidson@tcs.com Phone: +65 9139 3668
Australia and New Zealand	Email: kelly.ryan@tcs.com Phone: +61 422 989 682
Canada	Email: tia.thomas@tcs.com Phone: +1 647 790 7602
Europe	Email: joost.galema@tcs.com Phone: +31 615 903387
India	Email: saxena.kritika@tcs.com Phone: +91 22 6778 9999 Email: vanshika.sood@tcs.com Phone: +91 22 67789098
Middle East & Africa	Email: s.hasneen@tcs.com Phone: +971567471988
Japan	Email: douglas.foote@tcs.com Phone: +81 80-2115-0989
Latin America	Email: martin.karich@tcs.com Phone: +569 6170 9013
UK	Email: peter.devery@tcs.com Phone: +44 20 3155 2421
USA	Email: william.thomas@tcs.com Phone: +1 203-984-3978

#