



TCS/PR/SE-191/2020-21

March 17, 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 #1 in Customer Satisfaction by Leading Companies in the Netherlands**” 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 'Rajendra Moholkar', with a horizontal line underneath.

Rajendra Moholkar
Company Secretary

TATA CONSULTANCY SERVICES

TATA Consultancy Services Limited

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Corporate identification No. (CIN): L22210MH1995PLC084781

TCS Ranked #1 in Customer Satisfaction by Leading Companies in the Netherlands

Tata Consultancy Services Increased its Lead in the Netherlands in Independent Survey of 200 CxOs of Top IT Spending Enterprises by Whitelane Research

AMSTERDAM | MUMBAI, March 17, 2021: Tata Consultancy Services (TCS), (BSE: 532540, NSE: TCS) a leading global IT services, consulting and business solutions organization, has been ranked Number One in customer satisfaction in the Netherlands in an independent survey of CXOs of top IT spending organizations by Whitelane Research.

The survey ranked 28 IT service providers based on responses from more than 200 CxOs and senior decision makers in the Netherlands. It investigated over 400 unique IT sourcing relationships as well as more than 400 cloud sourcing relationships to assess service providers on nine key performance indicators along service delivery, relationship, commercial and transformation. It also measured satisfaction by IT domains.

This is the sixth consecutive year that TCS was ranked at the top position by its clients in the Netherlands, with an overall satisfaction score of 87%, compared to the industry average of 71%. TCS' lead versus the industry average has expanded by 5 percentage points year on year. TCS also ranked among the top three in seven of the nine dimensions – Service Delivery, Cloud Capability, Account Management, Price Level, Contractual Flexibility, Transformational Quality and Business Understanding.

*“TCS’ relentless focus on building trusted relationships led to a consistent top ranking by its customers,” said **Jef Loos, Head of Sourcing, Whitelane Research**. “Being able to increase its lead even further in a time when remote working became the standard almost overnight is a remarkable achievement.”*

*“The commitment that our employees demonstrated through the pandemic in helping our customers keep their operations running has strengthened our relationships, resulting in a higher satisfaction score this year. We are pleased to be ranked number one in customer satisfaction in this survey once again,” said **Josu Devasia, Country Head, TCS Netherlands**. “I believe that our focus on purpose, customers, talent development, and research and innovation helped make us the preferred partner for our customers’ growth and transformation initiatives.”*

Present in The Netherlands since 1992, TCS currently partners with leading Dutch corporations in their growth and transformation journeys. Earlier this year, TCS Netherlands was certified as a Top Employer for the eighth consecutive year.

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.

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](https://twitter.com/TCS_News).

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