



TCS/PR/SE-200/2021-22

March 21, 2022

**National Stock Exchange of India Limited
Exchange Plaza, C-1, Block G, Bandra Kurla
Complex, Bandra (East)
Mumbai - 400051
Symbol - TCS**

**BSE Limited
P. J. Towers,
Dalal Street,
Mumbai - 400001
Scrip Code No. 532540**

Dear Sirs,

We are sending herewith copy of the Press Release titled “**TCS Ranked Number 1 in Customer Satisfaction 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 'Pradeep Manohar Gaitonde', with a horizontal line underneath.

**Pradeep Manohar Gaitonde
Company Secretary**

TATA CONSULTANCY SERVICES

TATA Consultancy Services Limited

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Corporate identification No. (CIN): L22210MH1995PLC084781

TCS Ranked Number 1 in Customer Satisfaction in the Netherlands

- *Tata Consultancy Services Ranked Number One for Sixth Consecutive Year in Whitelane Research Survey of 210 CxOs from Top IT Spending Companies in the Netherlands*
- *TCS' Overall Satisfaction Score is 86%; a 6% Lead Over the Nearest Competitor*

AMSTERDAM, March 21, 2022: [Tata Consultancy Services](#) (TCS) (BSE: 532540, NSE: TCS), has been ranked number one for customer satisfaction in the Netherlands, in an independent survey of CxOs from top IT spending organizations by [Whitelane Research](#).

Whitelane Research's 2021/ 2022 IT Sourcing Study is based on responses from 210 CIOs and senior decision makers across the Netherlands. The research investigated over 430 unique IT sourcing relationships to assess service providers on nine Key Performance Indicators (KPIs), including service delivery, relationship, commercial and transformation.

TCS has achieved the top position in customer satisfaction for the sixth consecutive year, with an overall satisfaction score of 86 percent compared to the industry average of 76 percent, and scoring 6 percent higher than the nearest competitor.

TCS demonstrated strong results across multiple dimensions and KPIs. It ranked number 1 for:

- Transformative innovation (79% on satisfaction compared to the industry average of 65%)
- Quality and service (86% compared to the average of 76%)
- Security (86% compared to an average of 75%)
- Account management (90% compared to the average of 77%)

Furthermore, TCS also achieved high scores for Business Acumen (87% compared to the average of 77%) and Sustainability (77%, while the industry average was 68%).

*"We are delighted to be ranked number 1 in customer satisfaction by our Dutch customers for the sixth year in a row," said **Josu Devasia, Country Head, TCS Netherlands**. "Our customer-centric approach to business has helped us gain a deep understanding of their business and technology landscapes. This contextual knowledge along with our investments in our people, in research and innovation and in intellectual property have strengthened our relationships with our customers in the Netherlands and made us their preferred transformation partner."*

*"TCS occupies the top position in the Netherlands for the sixth consecutive time based on the reactions of business leaders in the Netherlands," said **Jef Loos, Head of Sourcing, Whitelane Research**. "It is a special achievement to maintain such a high customer satisfaction score so many years in a row. TCS can be proud of the dedicated focus of its teams in building good relationships with customers, especially at a time when the pandemic is still creating challenges in the field of work."*

In addition, TCS was ranked overall number one for customer satisfaction across Europe, in the Whitelane Research report.

Present in the Netherlands since 1992, TCS helps leading companies in the region drive growth and transformation. Over 2,500 employees in the Netherlands support customers in various sectors such as banking, finance, retail, travel and transport, energy and resources, and hi-tech. Last year, the company

opened TCS Pace Port™ Amsterdam, a co-innovation and advanced research center designed to help customers throughout Europe successfully navigate their digital transformation journeys. Earlier this month, TCS Pace Port hosted the TCS Sustainathon, a European competition that challenges and empowers young minds to develop and implement innovative ideas and to help organizations address key sustainability issues using cutting-edge technology.

TCS is the second most valuable IT services brand in the world, according to Brand Finance, the world's leading brand valuation agency. It was recently named the #1 Top Employer in Europe by the Top Employers Institute. The company invests heavily in its people and the communities it operates in. By continuing to invest in innovation and strengthen its workforce, TCS is building a sustainable workforce for the future.

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 556,000 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

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