TCS/PR/SE-110/2020-21

October 22, 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 Swiss 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 Swiss Companies

Tata Consultancy Services Ranks Highest for Innovation, Business Understanding, Service Quality and Contract Flexibility in Independent Survey of the Largest IT Spenders in Switzerland

ZÜRICH | MUMBAI, October 22, 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 the 2020 Swiss IT Sourcing Study by Whitelane Research and Navisco.

The independent survey ranked 20 IT service providers based on responses from more than 100 CxOs and senior decision makers of the top IT spending organizations in Switzerland. It investigated over 275 unique IT sourcing relationships as well as more than 250 cloud 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.

Customers voted TCS to the top spot for the eighth consecutive year, with an overall satisfaction score of 79 percent, compared to the industry average of 73 percent. The Switzerland-wide accolade reflects TCS' strong results across multiple dimensions:

- By KPI: Clients ranked TCS highest in 4 KPIs – Service Delivery Quality, Contract Flexibility, Innovation and Business Understanding.
- By IT domain: First in customer satisfaction in application development, maintenance, and testing.

Hansjoerg Magalhaes, Global Product Manager, ERP Commercial & Supply, Takeda, said, "*Tata Consultancy Services (TCS) and Takeda have been partners for 4 years and supporting Takeda's digital transformation initiatives from last 1.5 years. During our digital transformation project "EDGE" (Enhanced Digital Global Experience) which connects service innovation and cutting-edge digital technologies with a factory development model, we enjoyed a true end to end partnership with TCS including design innovation, business consulting, product strategy, and technology implementation. Based on our experience with TCS, we are not surprised they have ranked 1st once again in the Whitelane Client Satisfaction Survey. Well deserved!*"

Heinz Gehri, Country Head, TCS Switzerland, said, "*We are very pleased to be ranked as top performers in the Whitelane / Navisco Customer Satisfaction Survey in 2020 for the eighth year running. Our deep contextual knowledge, domain expertise, and investments in research and innovation make us the preferred partner to Swiss enterprises in their growth and transformation journeys. We are proud of our meaningful long-term relationships with our customers. This award gives us further impetus in our continued quest to exceed our clients' expectations.*"

Jef Loos, Head of Sourcing, Whitelane Research, said, "*Tata Consultancy Services has been ranked number 1 in our extensive Customer Satisfaction survey for multiple consecutive years in Switzerland. This serves as proof of their long-term engagement in this market. 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.*"

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.

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

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