



TCS/PR/SE-198/2020-21

March 26, 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 in the Nordics**” 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 in the Nordics

Tata Consultancy Services Was Positioned Highest with an Overall Satisfaction Score of 85 Percent, in Survey of 350 CxOs of Top IT Spending Enterprises by Whitelane Research

STOCKHOLM | MUMBAI, March 26, 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 Nordics in an independent survey of CxOs of top IT spending organizations by Whitelane Research, for the 12th consecutive year. Among the individual country rankings, TCS was placed at Number One in Sweden, Norway and Finland and at second place in Denmark.

The survey ranked 28 IT and cloud providers based on responses from over 350 CxOs of the largest IT spending organizations in the Nordic region. It investigated more than 700 unique IT sourcing relationships and over 700 cloud sourcing relationships, making this the most comprehensive Nordic survey to date.

TCS was ranked at the top position by its clients in the Nordics with an overall satisfaction score of 85%. It was placed highest in five of the nine key performance indicators, scoring at least nine percentage points higher than the average. These included proactivity, innovation, and service delivery quality.

"Our customer-centricity, domain expertise, and investments in research, innovation and intellectual property position us well to help customers become purpose-driven, resilient and adaptable. We are delighted to be ranked at first place once again, in the entire Nordic region in Whitelane's study. This is an incredibly gratifying validation from our customers and a reflection of the dedication and passion that our employees demonstrated last year," said **Avinash Limaye, Regional Head, TCS Scandinavia.**

"TCS has been able to increase its lead at a time when remote working became the standard almost overnight. It is a remarkable achievement and an affirmation of its trusted relationship with its customers, as well as the dedication of its employees," said **Jef Loos, Head of Sourcing, Whitelane Research.** *"TCS has shown what they can achieve by always adapting to the market's needs. Once again TCS raises the bar for IT services in the Nordics."*

TCS has been active in the Nordic region since 1991 and currently partners with leading Nordic companies in their growth and transformation journeys. Earlier this year, TCS was recognized as a Top Employer in Sweden, Finland, Norway, and Denmark.

Customer appreciation:

"The Corona pandemic has put the world and the global aviation industry in a deep crisis," said **Charlotte Svensson, Executive Vice President & CIO, SAS.** *"Airlines were among the first businesses to shut down and will probably be among the last to be back to normal. During this crisis, TCS has shown to be a true strategic partner to SAS, supporting us to increase our speed in development and our resilience in operations by taking on an even bigger commitment in our delivery."*

"TCS is a partner in the truest sense of the word. They have helped build a strong and mature foundation to support our ambitious growth program and offer an unparalleled level of domain knowledge that helps us to succeed in a highly dynamic market," said **Christa Wulffsberg, VP, IT Operations Pandora, Denmark.**

*“TCS team has done superb job executing a highly demanding and complex transition according to the schedule and budget,” said **Oskari Kurki, SVP Infrastructure and Service Operations, OP Financial Group, Finland.** “TCS has helped OP to renew its technology platforms by building a new OP Cloud private cloud environment, three brand new data centers and much more. They demonstrate professionalism, the ability to solve even the hardest problems and are also a pleasure to work with.”*

For more information, please read Whitelane Research's report at: <https://whitelane.com/news/>

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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