TCS/PR/SE-54/2020-21

July 28, 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 and Zinier Launch Field Service Automation Solution to Protect Essential Workers and Ensure Business Continuity"** 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

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 and Zinier Launch Field Service Automation Solution to Protect Essential Workers and Ensure Business Continuity

Tata Consultancy Services' AI-driven Solution on the Zinier Platform Will Empower Field Service Teams on the Front Lines During Global Pandemic

NEW YORK | MUMBAI, July 28, 2020: Tata Consultancy Services (TCS), (BSE: 532540, NSE: TCS), a leading global IT services, consulting, and business solutions organization, and Zinier, the leader in intelligent field service automation, announced the launch of a digital solution to help field service organizations quickly adapt to unexpected disruptions to essential workforces and services to ensure business continuity.

The front lines of field service are seeing a transformational shift toward touchless service delivery, with intelligent automation empowering workforces to resolve issues faster. From back office coordinators to field technicians, these teams have been essential to maintaining asset uptime during the COVID-19 pandemic, forcing field service and IT leaders to quickly implement contingency plans to de-risk and optimize workforces.

Responding to this trend, TCS leveraged its domain knowledge across industries and understanding of critical industry processes and field service components, to build an AI-driven field service automation solution on Zinier's ISAC platform to provide global field service teams across critical service industries like utilities, telecommunications and manufacturing, with an agile and scalable approach to rapidly respond to new safety and optimization priorities.

The solution automates routine, manual processes, helping teams complete their tasks faster. An intuitive dashboard empowers executives to track real-time progress and drive improvements. It also helps enforce and verify PPE, as well as new onsite protocols for mobile workforces. The field service automation solution enables flexibility in scheduling and dispatching to factor in social distancing and safety precautions. Additionally, it allows customers to effectively deploy an on-demand workforce, including new subcontractors.

"*COVID-19 has reinforced the need for organizations to look beyond their traditional field service operations and adopt ways to stay resilient by means of intelligent technologies as the economy adjusts to this new, remote way of doing business*," said **Anil Pai, Global Head – Digital Field Service Management, Enterprise Application Services, TCS**. "*Our new digital solution with Zinier uses intelligent automation to help organizations quickly respond to evolving priorities and protect their essential workers – now and in the future*."

"*Historically, field service organizations have been slowed down by legacy systems and manual processes and this is not acceptable, especially in the new normal in the field*," said **Arka Dhar, co-founder and CEO, Zinier**. "*Enterprises must support their field service teams with the tools to get work done smarter and more safely, so that they can not only survive, but also thrive through unexpected workforce disruptions*."

TCS and Zinier first announced their partnership last year when Zinier's solution was included in the TCS Field Service Lab and Experience Center, where TCS showcases digital solutions and capabilities to its customers. Unlike traditional field service management solutions, Zinier is a purpose-built solution for

field services that's ready to customize, ready to scale, and ready to adapt quickly to the unexpected and unprecedented.

About Zinier

Zinier's intelligent field service automation platform helps organizations transform how they coordinate and execute work so they can solve problems faster, fix things before they break, and maintain the infrastructure that we rely on every day. Field service organizations around the world use Zinier to connect all their teams and data in one place and supercharge every aspect of their field service operations. We are a global team headquartered in Silicon Valley with leading investors including Accel, ICONIQ Capital, Founders Fund, Newfund Capital, NGP Capital, Tiger Global Management and Qualcomm Ventures LLC.

Learn more at www.zinier.com.

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 443,000 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.www.tcs.com.

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

TCS media contacts:

Asia Pacific	Email: charlene.lee@tcs.com Phone: +65 9138 4370
Australia and New Zealand	Email: kelly.ryan@tcs.com Phone: +61 422 989 682
Benelux	Email: joost.galema@tcs.com Phone: +31 615 903387
Canada	Email: tia.thomas@tcs.com Email: +1 647 790 7602

Central Europe	Email: anke.maibach@tcs.com Phone: + 49 172 6615789
Europe	Email: mattias.afgeijerstam@tcs.com Phone: +46723989188
India	Email: arushie.sinha@tcs.com Phone: +91 22 6778 9960
Japan	Email: douglas.foote@tcs.com Phone: +81 80-2115-0989
Latin America	Email: martin.karich@tcs.com Phone: +569 6170 9013
Nordics	Email: roland.bagen@tcs.com Phone: +46 70 317 80 24
UK	Email: peter.devery@tcs.com Phone: +44 20 3155 2421
USA	Email: william.thomas@tcs.com, Phone: +1 203 984 3978

# # #