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September 29, 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 a Press Release titled **"TCS to Help Apoteket Drive its Digital Transformation across Sales Channels and Internal Processes"** 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

Building on belief

For immediate use **Press Release**

TCS to Help Apoteket Drive its Digital Transformation across Sales Channels and Internal Processes

Tata Consultancy Services to Help Sweden's Largest Pharmaceuticals Retailer Accelerate Innovation and Enhance Customer Experience across Channels

STOCKHOLM | MUMBAI, September 29, 2021: Tata Consultancy Services (TCS) (BSE: 532540, NSE: TCS), a leading global IT services, consulting and business solutions organization, has been selected as a strategic partner by Apoteket, Sweden's largest pharmaceutical retailer, to accelerate its digital transformation and growth.

Apoteket stores draw 34 million customers annually, making it the leading pharmaceuticals retailer in Sweden. The brand is looking to strengthen its leadership position in the region by transforming into a full-service healthcare provider, offering services across the value chain online and in-store.

TCS has been working with Apoteket since 2014. As part of the expanded strategic partnership, TCS will provide end-to-end IT services and consulting across the organization, encompassing the application and infrastructure layers. Further, it will help drive innovation by leveraging the TCS Pace Port™ in Amsterdam, a co-innovation and research hub specifically designed to help customers navigate their unique digital transformation journeys.

TCS will also help the retailer leverage automation, robotics and artificial intelligence to create the next-generation customer experience across physical stores and online channels as well as streamline internal processes.

"Apoteket and TCS have been working successfully together since 2014 when it comes to operations services. Apoteket is in the middle of a digital transformation driven by changing customer behavior where we need a strong partner also when it comes to development and maintenance services as well as helping us with innovation and scaling up usage of digital technologies such as AI and IoT in order to create next generation customer experiences. TCS has proved itself to be a trusted regional IT partner with the Retail experience and innovation capabilities needed as well as strong customer satisfaction from the retail sector," said **Clas Artvin, CIO, Apoteket**.

"Improving the synergy between physical stores and online channels is key to creating an intuitive, automated and unified customer experience across all touchpoints," said **Abhijit Niyogi, Business Unit Head – Retail, TCS Europe**. *"We are excited to extend our strategic partnership with Apoteket and look forward to working closely together on the new digital strategy to secure its position as the leading pharmacy and healthcare provider in Sweden."*

For over 10 years, TCS has been providing technology services to many of Sweden's leading retailers, from grocery to apparel and specialty. TCS has played an important role in driving their digital transformation and helping them achieve their growth ambitions. TCS has been ranked #1 in customer satisfaction in a CxO survey of 85 retailers in Europe, by Whitelane Research.

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About Apoteket

Apoteket was founded in 1971 and is a state-owned company with its headquarters in Solna. Apoteket offers a wide range of medicines, carefully selected health products and qualified pharmaceutical services to consumers, healthcare and companies. With Apoteket, customers meet committed employees with a deep knowledge of medicines and health. The company has about 400 outpatient pharmacies and 600 pharmacy

agents across Sweden, and it is also located in several of the country's hospital wards.

About Tata Consultancy Services

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™ delive ry 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 500,000 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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