



TCS/PR/SE-206/2021-22

March 30, 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 Completes 150 Digital Transformation Projects Using Freshworks Within First Two Years of Partnership**” 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 flourish at the end.

**Pradeep Manohar Gaitonde
Company Secretary**

TATA CONSULTANCY SERVICES

TATA Consultancy Services Limited

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Corporate identification No. (CIN): L22210MH1995PLC084781

TCS Completes 150 Digital Transformation Projects Using Freshworks Within First Two Years of Partnership

Tata Consultancy Services' Strategic Partnership Provides Joint Customers with IT Service Management and Customer Experience Solutions

MUMBAI, March 30, 2022: Tata Consultancy Services (TCS) (BSE: 532540, NSE: TCS) announced it has successfully completed more than 150 digital transformation projects with its strategic partner [Freshworks Inc.](#) (NASDAQ: FRSH), a software company empowering the people who power business. Since the [partnership](#) began two years ago, TCS and Freshworks have been making it quick and easy for businesses to delight their customers and employees.

Leveraging its domain knowledge across multiple industries and customer-specific contextual knowledge, TCS has been helping leading enterprises transform their marketing, sales and customer support functions. Certified consultants from TCS' Freshworks Center of Excellence have leveraged Freshworks products in 150 projects to accelerate digital transformation.

In addition, TCS offers an innovative [software support-as-a-service](#) (SSaaS) solution based on Freshworks' platform, to help its independent software vendor clients provide seamless after-sales product support to their customers.

Recently, TCS implemented an employee engagement solution with Freshservice (ITSM) and a consumer centered helpdesk with Freshdesk for a leading US-based marketing automation firm. For one of India's premier technology group companies, TCS implemented bots and Freshdesk to create a frictionless customer experience.

"TCS, with its global business presence, deep industry knowledge and technology expertise, is looking to further strengthen our engagement with Freshworks to jointly offer transformative customer and employee engagement solutions," said Akhilesh Tiwari, Global Head, Enterprise Application Services, TCS. "As evident in this milestone, the growing partnership continues to help companies who are looking to capture new growth opportunities adopt a seamless IT service management solution and an effortless omnichannel customer service with Freshworks products."

"At Freshworks, we build products that make it easier for businesses to delight their customers and employees and we're thrilled to see businesses around the world choose TCS as their Freshworks implementation partner," said Herve Danzelaud, Vice President, Global Channels and Alliances, Freshworks. "Freshservice and Freshdesk provide the modern functionality and capabilities businesses need, while being intuitive and easy to use, rapid to onboard, agile, and affordable for organizations of all sizes."

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

About Freshworks

Freshworks Inc., (NASDAQ: FRSH) makes business software people love to use. Purpose-built for IT, customer support, sales and marketing teams, our products empower the people who power business. Freshworks is fast to onboard, priced affordably, built to delight, yet powerful enough to deliver critical business outcomes. Headquartered in San Mateo, California, Freshworks operates around the world to serve more than 56,000 customers including Bridgestone, Chargebee, DeliveryHero, ITV, Klarna, Multichoice, OfficeMax, TaylorMade and Vice Media. For the freshest company news visit www.freshworks.com and follow us on [Facebook](#), [LinkedIn](#) and [Twitter](#).

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