TCS/PR/SE-3/2019-20

April 2, 2019

National Stock Exchange of India Limited
Exchange Plaza,
Bandra Kurla Complex
Mumbai
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 "**European Companies Rank TCS # 1 in Customer Satisfaction**" which will be disseminated shortly.

The Press release is self-explanatory.

Thanking you,

Yours faithfully,
For **Tata Consultancy Services Limited**

Rajendra Moholkar
Company Secretary

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For immediate use **PRESS RELEASE**

European Companies Rank TCS # 1 in Customer Satisfaction

- *Tata Consultancy Services Named as #1 IT Service Provider by Customers in the European Market for the Sixth Consecutive Year*
- *The Independent Survey Ranked 30 IT Service Providers Based on Responses From More Than 1,600 CxOs and Senior Decision Makers*
- *The Study, Carried Out by Whitelane Research, also Reveals a Gap in the Market Between Desire and actual Implementation of Automation, Artificial Intelligence and Machine Learning*
- *TCS Machine First™ philosophy validated as an important tool to further strengthen the growth and transformation partnership with its clients*

AMSTERDAM | MUMBAI, April 2, 2019: 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 Europe's largest independent survey of IT service providers, carried out by Whitelane Research.

TCS has been ranked #1 across Europe by its clients for the sixth consecutive year, with an overall satisfaction score of 79%, beating the industry average by 10 percentage points (69%).

In the 2018 Whitelane research, TCS also achieved the following:

- Placed first in United Kingdom (81%), Germany (77%), Netherlands (80%), Nordics (82%), BeLux (80%) and Switzerland (74%).
- The only organization to rank number one in more than one market.
- Led the way in satisfaction levels based on both small and large contract valuations (>€10 million and <€10 million).
- Topped the list in multiple IT domains including, 'application development, maintenance, testing and SaaS' and 'data center, managed infrastructure and hosting.'
- The only service provider that scored at least 5% higher than the industry average on all KPIs and was best in class in account management quality and price level.

Amit Bajaj, CEO, TCS Europe, said, *"During current times of fast paced digital change, our six consecutive years of highest customer satisfaction across Europe is a testament of our ability to stay relevant to our customers through our Enterprise Agile and Machine-First™ practices. I am*

deeply proud of our employees and grateful towards our customers for putting their trust in us. The fact that our client satisfaction is equally high, regardless of contract size, demonstrates the deeply ingrained culture of customer centricity and our ability to scale without losing customer focus."

Marc Lallemand, Chief Silence Officer and Chief Information Office, Marketing & Sales BeLux, Engie Electrabel, said, *"Digital transformation is one of the three key pillars enabling Engie Electrabel to succeed in the 21st century. However, embracing the opportunities of digital innovation and agile working is only possible with what we call 'silent' IT operations: effective, unobtrusive IT. We embarked on an agile journey with TCS in 2017 which helped us deliver a faster time to market, while maintaining absolute silence in IT operations. This is the result of our close collaboration and one-team mentality, and therefore, I think that their highest index of customer satisfaction is well deserved."*

The Whitelane Research study highlighted that the gap between desire and actual implementation of automation, Artificial Intelligence (AI) and robots is still significant and needs to be addressed. Out of those asked, 48% were yet to embrace this technology, yet 68% quantified the benefits that are achievable as significant (46%) or very significant (46%). To start addressing this deficit, TCS believes in a Machine-First philosophy as a critical framework for making the most of the opportunities that automation can bring to businesses, communities and individuals around the world.

Jef Loos, Head of Sourcing, Whitelane Research, said, *"TCS' longevity at the top of the Whitelane Research study is a testament to the company's commitment to its customers' unique needs. By continuing to apply the principles of its Machine-First and Business 4.0 approach the company has topped the satisfaction tables in multiple markets, including the United Kingdom, Germany and the Netherlands. Following a turbulent 2018 for Europe, this accolade cannot be undervalued."*

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About Whitelane Research

Whitelane Research is a leading independent organization dedicated to sourcing research and events. It is uniquely focused on and dedicated to the outsourcing industry, providing independent, 360° performance assessments on service providers and client IT. The 2018 study is based on the experiences of more than 1,600 participants from the top IT spending

organizations which evaluate over 5,100 unique IT outsourcing relationships in 13 European countries. More than 30 IT service providers were evaluated and ranked based on the opinion of their clients. To define the overall level of customer satisfaction, the study focuses on eight key performance indicators (KPIs).

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 the last fifty years. TCS offers a consulting-led, Cognitive powered, integrated portfolio of IT, Business & Technology Services, and engineering. 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 417,000 of the world's best-trained consultants in 46 countries. The company generated consolidated revenues of US $19.09 billion for year ended March 31, 2018 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.

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