TCS/PR/SE-16/2019-20

April 22, 2019

**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 "**India Post Partners with TCS to Digitally Reimagine Postal Services"** which will be disseminated shortly.

The Press release is self-explanatory.

Thanking you,

Yours faithfully,

For **Tata Consultancy Services Limited**

**Rajendra Moholkar**
**Company Secretary**

For immediate use **PRESS RELEASE**

# India Post Partners with TCS to Digitally Reimagine Postal Services

*Tata Consultancy Services' Multi-year Digital Core Program has Transformed the Department of Posts into a New-age Digital Hub Offering Smart Mail and Innovative Value-added Services*

- *Connected Network of 150,000 Post Offices Makes it the Largest ePostal Network in the World*
- *TCS' Point of Sales solution across 80,000 PoS Terminals; Among the Largest Such Implementations in the World*
- *Unique 130,000 Hand-Held Devices used by Gramin Dak Sevaks to Provide Postal, Banking, and Insurance Services in Remote, Off-Grid Villages*

**MUMBAI, April 22, 2019:** Tata Consultancy Services (TCS), (BSE: 532540, NSE: TCS), a leading global IT services, consulting, and business solutions organization, has partnered with the Department of Posts in its multi-year transformational journey to become a multi-service digital hub, modernize the delivery of mail and packages, enhance customer experience, and launch innovative services that will drive new revenues.

At the heart of this transformation is the Core System Integration (CSI) program designed and implemented by TCS. This involved deploying an integrated ERP solution that caters to mail operations, finance and accounting, and HR functions, and connects its vast network of more than 150,000 post offices, making this the largest distributed ePostal network in the world.

The integrated solution is built to cater to the Department's immense scale, and future needs. It supports the HR needs of over 500,000 employees, services over 40,000 concurrent users, and processes over 3 million postal transactions a day, making this one of the largest SAP implementations in the world.

On the front-end, TCS has implemented its Point of Sale (PoS) solution across 24,000 post offices with over 80,000 PoS terminals, making this amongst the largest such implementations in the world. Additionally, TCS has built a web portal with consignment tracking capabilities, and set up a multi-lingual call center for customer support.

To enable India Post to benefit from the burgeoning ecommerce opportunity, while fulfilling a vital social obligation, the web portal has an e-marketplace to help rural artisans, self-help groups, and women entrepreneurs reach out to buyers throughout the country.

An important objective of the transformation is to use the Department's nation-wide reach to drive financial inclusion and accessibility of citizen services in remote areas. This is being accomplished through

over 130,000 DARPAN[1] hand-held devices that *Gramin Dak Sevaks* use to provide postal, banking, insurance, and cash management services in remote villages, even those without network connectivity.

**Salim Haque, Member, Postal Services Board,** said, *"A program of this scale, spread and complexity, required meticulous planning and adroit execution. The TCS team has shown sheer rigor, passion, dedication and attention to detail, which have been commendable. Their maturity in understanding the requirements of India Post has been par excellence, yielding a robust design, which makes the solution state-of-the-art and adaptable to future needs."*

*"In a digital era, postal services across the world are reinventing themselves to stay relevant to a new generation,"* said **Debashis Ghosh, Business Group Head – Public Services, TCS**. *"We are proud to have partnered with the Department of Posts in this pioneering, mission mode initiative to build a world class, future-ready digital platform that the nation can be proud of. With this, the department can offer smart postal services, enriched customer experiences, and innovative value-added services to the citizens of India."*

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**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 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 417,000 of the world's best-trained consultants in 46 countries. The company generated consolidated revenues of US $19.09 billion in the fiscal 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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[1] Digital Advancement of Rural Post Office for A New India

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