TCS/PR/SE-80/2014-15

January 29, 2015

National Stock Exchange of India Limited
Exchange Plaza,
Bandra Kurla Complex
Mumbai
Kind Attn: Manager, Listing Department

BSE Limited
P.J. Towers
Dalal Street
Mumbai
Kind Attn: General Manager,
Department of Corporate Services
Scrip Code No. 532540 (BSE)

Dear Sirs,

We are sending herewith copy of the Press Release titled **"Europe's largest ever survey of business leaders ranks TCS #1 on both performance and customer satisfaction"** which will be disseminated shortly.

The Press release is self-explanatory.

Thanking you,

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

Suprakash Mukhopadhyay
Vice President and Company Secretary

Encl: As above

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For immediate use **PRESS** RELEASE

Europe's largest ever survey of business leaders ranks TCS #1 on both performance and customer satisfaction

- *1470 'C-Level' Officers from Europe's top companies across 13 countries rated TCS with the highest general satisfaction (80%) in the industry, ahead of 22 other top IT services companies*
- *Ranked #1 in nine countries across Europe: UK, France, Germany, Switzerland, Nordic Region and Austria, Top 3 in Spain, Belgium and Netherlands, #1 in both Application Services & Infrastructure Services*
- *Dominated industry by securing highest score on 7 key performance indicators(KPIs) across service delivery, relationship management and transformation capabilities*

LONDON | MUMBAI, January 29, 2015: Tata Consultancy Services (*BSE: 532540, NSE: TCS*), a leading IT services, consulting and business solutions organization, has been ranked number one for both customer satisfaction and performance in a European-wide survey of service providers conducted by Whitelane Research. In the largest such initiative ever undertaken, the survey polled 1470 'C-Level" officers (CEOs, CIOs, CFOs, COOs, CTOs etc.) from top IT spending organizations in Europe, controlling over 4,200 IT contracts across 13 countries. The survey evaluated performance and levels of satisfaction with 23 leading IT services companies operating in the continent.

TCS emerged as the clear leader in the survey, with the highest general satisfaction level in the industry (80%), ranking #1 in terms of satisfaction across nine countries in Europe including the United Kingdom, France, Germany, Switzerland, Austria and the Nordic region (Sweden, Denmark, Norway and Finland), as well attaining a top three spot in Spain, Belgium, Luxembourg and the Netherlands. The company was also rated #1 in both Applications Services and Infrastructure Services (comprising Data Centers and End-user services). In terms of the performance report, the company dominated the results with the highest scores in an overwhelming 7 out of 9 Key performance Indicators (KPIs): Service delivery quality, reporting quality, pricing, proactivity, escalation effectiveness, account management quality and creation of business value.

Satisfaction rates in the IT industry overall are on an increase with a 2% general increase in 2014. Notably non-financial drivers are gaining importance over financial drivers in decision making, indicating a maturing market with high level of trusts in service providers, with TCS leading the field. Europe's business leaders stated that their sourcing decisions are now more led by a focus on core business (56% of respondents) while the ability of a partner to support business transformation was the fastest growing factor (34% of respondents, up from just 25% in 2013).

Jef Loos, Head of Sourcing Research at Whitelane Research, added: "This is the most exhaustive survey of the market that we have ever conducted and it continues to show a very strong result for the entire IT industry, with TCS at the helm. The clients of the company in particular rated it very highly on proactivity and on its ability to deliver real value to their business. Remarkably, despite its high growth rates, TCS has

managed to retain the topmost position in satisfaction for both its large (above €10 million) and small accounts (below €10 million) a strong indicator of its consistent account management quality."

About Tata Consultancy Services Ltd (TCS)

Tata Consultancy Services is an IT services, consulting and business solutions organization that delivers real results to global business, ensuring a level of certainty no other firm can match. TCS offers a consulting-led, integrated portfolio of IT, BPS,infrastructure, engineering and assurance services. This is delivered through its unique Global Network Delivery Model™, recognised as the benchmark of excellence in software development. A part of the Tata group, India's largest industrial conglomerate, TCS has over 318,000 of the world's best-trained consultants in 46 countries. The company generated consolidated revenues of US $13.4 billion for year ended March 31, 2014 and is listed on the National Stock Exchange and Bombay Stock Exchange in India. For more information, visit us at www.tcs.com.

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