



TCS/PR/SE-81/2023-24

November 22, 2023

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

Dear Sirs,

We are sending herewith copy of the Press Release titled “**TCS Ranked #1 in Spain for Customer Satisfaction in Service Delivery Among IT and Cloud Services Providers**” which will be disseminated shortly.

The Press release is self-explanatory.

Thanking you,

Yours faithfully,
For Tata Consultancy Services Limited

Pradeep Manohar Gaitonde
Company Secretary

TATA CONSULTANCY SERVICES

TATA Consultancy Services Limited

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TCS Ranked #1 in Spain for Customer Satisfaction in Service Delivery Among IT and Cloud Services Providers

- *Tata Consultancy Services (TCS) Received the Top Position in Service Delivery Quality and Commercial Competitiveness in a Whitelane Research Survey of 285 CXOs from Top IT Spending Companies in Spain*
- *TCS' Overall Satisfaction Score was 83%, Compared to the Industry Average of 78%, Placing it at #2 in the Spanish IT Industry, up from its #8 Position in 2022*
- *Across Europe the Company has Held the Pole Position for 10 Years in a Row*

MADRID | MUMBAI, November 22, 2023: Tata Consultancy Services (TCS) (BSE: 532540, NSE: TCS) has been ranked number two for customer satisfaction in Spain in an independent survey of 285 CXOs of top IT spending organizations by Whitelane Research.

The independent survey ranked the top 28 IT service providers based on an investigation of over 875 unique IT sourcing relationships and more than 1,050 cloud sourcing relationships to assess service providers on ten key performance indicators along service delivery, relationship, commercial and transformation. It also measured satisfaction by IT domains.

TCS rose to the number two position in Spain this year, up from its number eight position in 2022. The company received an overall satisfaction score of 83%, compared to the industry average of 78%, reflecting TCS' strong performance across multiple dimensions. It ranked #1 in service delivery quality and commercial competitiveness; #2 in cloud and infrastructure services, application services and sustainability; and #3 in account management quality.

Maria Novoa, Country Head, TCS Spain, said, *"We are pleased to be ranked number two in this customer satisfaction survey, putting us in the top rung of IT service providers in Spain. This is an outcome of our customer centricity. By focusing on the needs of our clients, and investing in building newer capabilities and a full services portfolio, and in research and innovation, we have become a trusted, all-weather partner that our clients can rely on to drive growth and transformation for them in good times, and to adapt and optimize during tough times. This achievement also serves to inspire and energize TCSers across Spain to find newer ways to create value for our clients here and further improve our standing."*

"It is no surprise that Tata Consultancy Services has been ranked amongst the organizations based on responses from business leaders from leading organizations operating in Spain," said **Jef Loos, Head of Sourcing, Whitelane Research.** *"TCS' ranking at the top of our survey is the result of the trusted relationships they have built with their customers throughout their 20 years tenure servicing the Spanish market. TCS' teams demonstrate an outstanding focus on innovation and customer satisfaction. TCS raises the bar in IT Services in Spain."*

Whitelane Research is an independent organization which conducts extensive European IT sourcing studies, as well as hosts events across the continent. In addition to publishing its individual country-specific reports throughout the year, Whitelane Research also publishes an annual Europe-wide report. Earlier this year TCS ranked #1 in customer satisfaction for the tenth consecutive year in Whitelane's Europe-wide report for 2022/23.

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 55 years. Its consulting-led, cognitive powered, portfolio of business, technology and engineering services and solutions 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 608,000 of the world's best-trained consultants in 55 countries. The company generated consolidated revenues of US \$27.9 billion in the fiscal year ended March 31, 2023, and is listed on the BSE and the NSE 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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