

TCS/PR/SE-56/2023-24

August 31, 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 "Athora Netherlands Expands Strategic Partnership with TCS" 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**





## For immediate use Press Release

### **Athora Netherlands Expands Strategic Partnership with TCS**

Tata Consultancy Services Will Leverage its Domain Expertise and Enterprise Cloud to Manage the Insurer's IT and Business Operations, Enhancing Customer Experience, Resilience and Agility

**AMSTERDAM | MUMBAI, August 31, 2023:** Tata Consultancy Services (TCS) (BSE: 532540, NSE: TCS) has expanded its long-standing partnership with Athora Netherlands, a Dutch life insurance and pension provider, to help the latter adopt a business and IT operating model that will enhance customer experience, operational resilience and business agility.

This partnership with TCS will contribute to Athora Netherlands' Ambition 2025 program to become a leading, focused pensions and life insurance company. As part of this multi-year partnership, TCS will manage the complete business and IT operations across policy servicing, claims handling, and customer service for Athora's closed book of life insurance policies under the Reaal brand.

TCS will help set up a hybrid cloud architecture built on TCS Enterprise Cloud and powered by the TCS Alpha Platform. TCS Enterprise Cloud will offer flexible engagement models while enhancing operational efficiencies. The flexible and scalable cloud will allow Athora Netherlands to meet evolving business needs and enhance customer satisfaction.

With its Machine First™ Delivery Model (MFDM™) and DevSecOps capability, TCS will bring automation and agility to Athora's business and IT operations. The next-gen IT operating model will increase business velocity, improve operational resilience and enhance the end-user experience, enabling Athora to drive superior business outcomes.

As part of the expanded partnership, TCS will induct several Athora Netherlands employees from its life service business and set up a nearshore delivery center in Alkmaar, close to Athora's business center in the Netherlands. The inducted employees will continue to perform the day-to-day management of the Life Service Business in order to facilitate a smooth continuation of the services to Athora's customers.

"This strategic partnership is an important step for our Life Service Business. TCS' extensive insurance operations and IT expertise will help us to secure business continuity as the portfolio gradually runs-off. Furthermore, it will help us to improve customer service levels, while it will make our cost base more flexible. I want to thank all the employees involved in the transfer for their dedication and I wish them all the best as they continue to serve our valued customers after the transfer to TCS," said Bart Remie, Chief Technology & Operations Officer, Athora Netherlands.

"TCS combines its contextual knowledge with domain and technology expertise to help global insurers transform into modernized, digital enterprises," said Hemakiran Gupta, Head of Banking, Insurance and Financial Services, Europe, TCS. "We are pleased to deepen our partnership with Athora Netherlands. Our deep domain, application and insurance operations expertise combined with the next-gen hybrid cloud architecture powered by TCS Enterprise Cloud will enable them to deliver unmatched customer experience and build resilience."

### **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.





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A part of the Tata group, India's largest multinational business group, TCS has over 614,000 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 <a href="https://www.tcs.com">www.tcs.com</a>

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