



TCS/PR/SE-124/2018-19

December 11, 2018

**Manager, Listing Department
National Stock Exchange of India Limited
Exchange Plaza,
Bandra Kurla Complex
Mumbai
Symbol: TCS**

**The General Manager, Listing Department
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 “**TCS and Singapore Airlines Launch New Solution for the Airline Industry to Digitally Transform Ground Operations**” which will be disseminated shortly.

The Press release is self-explanatory.

Thanking you,

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

**Rajendra Moholkar
Company Secretary**

TATA CONSULTANCY SERVICES

Tata Consultancy Services Limited

9th Floor Nirmal Building Nariman Point Mumbai 400 021

Tel 91 22 6778 9595 Fax 91 22 6778 9660 e-mail corporate.office@tcs.com website www.tcs.com

Registered Office 9th Floor Nirmal Building Nariman Point Mumbai 400 021.

Corporate Identification No. (CIN) : L22210MH1995PLC084781

TCS and Singapore Airlines Launch New Solution for the Airline Industry to Digitally Transform Ground Operations

Tata Consultancy Services' Intelligent Airline Operations Solution, Co-Developed with SIA, will help Airlines Improve Operational Efficiency and Enrich Customer Experience

SINGAPORE | MUMBAI, December 11, 2018: Tata Consultancy Services (BSE: 532540, NSE: TCS), a leading global IT services, consulting and business solutions organization, and Singapore Airlines (SIA), the world's most awarded airline, announced the launch of the **Intelligent Airline Operations (IAO) Solution**, a first-of-its-kind operations management solution that will digitally transform airlines' ground services and operations control.

Co-created by TCS and SIA, this solution for the airline industry expands the long-standing strategic partnership between the two organizations. It combines TCS' and SIA's airline industry and digital thought leadership to deliver a best in class Operations Management solution.

The IAO Solution provides operations controllers and airport management staff with real time, on-the-go views of their passengers and operations. This view will enable them to make informed decisions while simultaneously providing enriched services to customers. During disruption scenarios, such as flight delays, misconnections and cancellations, the solution will help airlines mitigate the compounding effects of the disruption, and quickly recover at scale.

The solution utilizes **TCS' New Core**, a cloud-ready, high speed messaging and data processing platform with machine learning capabilities and an advanced events engine. The platform amalgamates data in near real time from different functional areas and systems, including flight operations, airport operations, crew operations, customer services, baggage, and loyalty, making it a robust platform for data driven airline operations.

Experts from the two organizations developed the solution using Agile methodologies, adding and releasing new business capabilities and functionality on a continuous basis. The very first deployment of the IAO Solution has been by SIA itself. The solution has been rolled out to SIA's airport management staff, such as Station and Duty Managers, across the globe.

George Wang, SVP, Information Technology, Singapore Airlines said, *"Digital is a key focus area of our organization-wide transformation efforts and we are very pleased to collaborate with our long-standing partner Tata Consultancy Services to co-create a solution for the airline industry. By combining near real-time operational data from various systems with mobility solutions and a user-centric, modern design, the solution will enable our operational staff to make more informed decisions, drive operational efficiencies and deliver a world class service experience to our customers."*

Girish Ramachandran, President, Asia Pacific, TCS said, *"Singapore Airlines is one of our most valuable and long-standing clients in the region. We are very pleased to be able to partner with them yet again to bring an industry-validated, ready-to-deploy solution to the airline industry."*

Siva Ganesan, VP and Global Head, Travel, Transportation and Hospitality Business Group, TCS said, *"The airline industry has been a key focus area for TCS. Our continued investments in building intellectual property and sector-specific research and innovation have made us the preferred transformation partner to over 30 leading airlines across the world. This latest co-creation initiative with Singapore Airlines provides a unique solution to forward thinking airlines looking to transform their ground operations and provide a superior customer experience."*

####

About Singapore Airlines

The SIA Group’s history dates back to 1947 with the maiden flight of Malayan Airways Limited. The airline was later renamed Malaysian Airways Limited and then Malaysia-Singapore Airlines (MSA). In 1972, MSA split into Singapore Airlines (SIA) and Malaysian Airline System. Initially operating a modest fleet of 10 aircraft to 22 cities in 18 countries, SIA has since grown to be a world-class international airline group. Singapore Airlines is committed to the constant enhancement of the three main pillars of its brand promise: Service Excellence, Product Leadership and Network Connectivity. The SIA Group fleet and network are also expanding in support of the development of its portfolio strategy, in which it has investments in both full-service and low-cost airline operations. This portfolio of airlines serving short-, medium-, and long-haul markets gives the SIA Group more flexibility and nimbleness, with the right vehicles to serve the right markets.

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 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 411,000 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.

To stay up-to-date on TCS global news, follow [@TCS News](https://twitter.com/TCS_News).

TCS media contacts:

Asia Pacific:	Email: Sean.davidson@tcs.com Phone: +65 9139 3668
Australia and New Zealand	Email: Kelly.ryan@tcs.com Phone: +61 422 989 682
Benelux	Email: Joost.galema@tcs.com Phone: +31 615 903387
Central Europe	Email: anke.maibach@tcs.com Phone: + 49 172 6615789
Europe:	Email: ashish.babu@tcs.com Phone: +31 611 531246
India:	Email: arushie.sinha@tcs.com shamala.p@tcs.com vivek.padiyar@tcs.com Phone: +91 22 6778 9960 +91 22 6778 9081 +91 226778 1121
Japan	Email: douglas.foote@tcs.com

K



For immediate use **PRESS RELEASE**

	Phone: +81 80-2115-0989
Latin America	Email: martin.karich@tcs.com Phone: +569 6170 9013
Nordics	Email: mattias.afgeijerstam@tcs.com Phone : +46723989188
UK:	Email: peter.devery@tcs.com Phone: : +44 20 3155 2421
USA / Canada:	Email: b.trounson@tcs.com Phone: +1 646 313 4594

R

####