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**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 “**25 years of partnership between TCS and KLM has helped the airline become the best-in-class for customer service**” which will be disseminated shortly.

The Press release is self-explanatory.

Thanking you,

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

**Rajendra Moholkar
Company Secretary**

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25 years of partnership between TCS and KLM has helped the airline become the best-in-class for customer service

- *Long-standing partnership has helped KLM become one of the world's leading airlines in reliability, social media and customer service, while making the business future-fit*
- *KLM and TCS have launched some of the first digital innovations in the industry*
- *KLM and TCS are preparing for the future by leveraging ecosystems, continuing digital innovation, and helping the airline adopt an agile business mind-set*

MUMBAI | AMSTERDAM: 17 September 2018 - Tata Consultancy Services (TCS) (BSE: 532540, NSE: TCS), a leading global IT services, consulting and business solutions organization, is today marking the 25th anniversary of its business partnership with Dutch airline KLM - one of the world's leading airlines in reliability, social media, and customer service.

KLM – which is celebrating its 100th anniversary next year – was TCS' very first partner when the company opened its doors in the Netherlands a quarter of a century ago, with both businesses sharing a passion for exceptional customer service. Over the years, TCS has worked side-by-side with KLM as part of an integrated team to address the challenges facing an aviation industry being disrupted by digital technology.

Pieter Elbers, CEO of KLM, said: "The aviation industry is going through significant change as a result of digital technology and in order to ensure we can continue our success and remain an industry leader in customer satisfaction, we need to be constantly developing the ways in which we improve our services. We believe that technological innovation plays a key role in this, and by working with TCS for the past 25 years we've been able to further strengthen our business to ensure we are set up to deliver the best possible customer service now, and in the future."

Digital innovation for passengers

Over the course of 25 years, TCS and KLM have developed a range of industry-first services for its customers, setting the pace for the rest of the aviation world and ensuring the best possible experience for passengers, including:

- **A suite of award-winning mobile apps** – for booking and reservation management
- **BlueBot** – the airline's AI-powered social media chatbot
- **Voice assistance integration** – Google Assistant voice implementation with BlueBot, for voice-driven customer service
- **A smart digital queue** – a personalized solution that allows every single KLM customer to queue digitally in the airport lounge
- **The ability to collect boarding passes via social media** – WhatsApp, Facebook Messenger and WeChat

Leveraging ecosystems to gain new customers

TCS is working with KLM to help the airline tap into additional ecosystems, enabling the company to partner with new travel, aviation and hospitality services. By leading KLM's API strategy, TCS has implemented a connected API network with over 30 open APIs, offering 24/7 support, which is opening the door to a wide range of potential new customers for the airline.

Rajesh Gopinathan, CEO and MD of TCS, said: "We are proud to celebrate 25 years of partnership with KLM and congratulate them on the way they have used technology to innovate and further strengthen the customer experience. It's an area where they have set a new standard for the airline industry. We look forward to continuing our work with them on this inspiring journey."

The future is agile

The aviation industry is still going through significant changes as a result of the Fourth Industrial Revolution taking hold, and the focus for TCS and KLM is now on the future. The impact of digital technology on customer expectation, combined with industry challenges such as rising fuel prices, has meant that airlines have had to adapt their businesses to keep pace with this new landscape.

TCS and KLM have worked closely together to prepare for this change, and launched a new Distributed Agile Delivery Center (ADC) in Chennai to provide around-the-clock support for KLM's customers. Equipped with the latest collaboration tools, the new ADC will ensure the airline can continue to offer the best customer service possible for years to come.

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About KLM

KLM Royal Dutch Airlines was founded in 1919, making it the world's most experienced airline still operating under its original name. In 2004, Air France and KLM merged to form AIR FRANCE KLM with two powerful brands and hubs—Amsterdam Airport Schiphol and Paris Charles de Gaulle.

In the Netherlands, KLM comprises the core of the KLM Group, which further includes KLM Cityhopper, transavia.com and Martinair. KLM serves all its destinations using a modern fleet and employs over 32,000 people around the world. KLM is a leader in the airline industry, offering reliable operations and customer-oriented products resulting from its policy of enthusiasm and sustainable innovation.

Air France and KLM and their partners Delta Airlines and Alitalia operate the biggest Trans-Atlantic joint-venture with over 250 daily flights.

KLM is a member of the global SkyTeam airline alliance, offering customers an extensive worldwide network. The KLM network connects the Netherlands to every important economic region in the world and, as such, serves as a powerful driver for the economy.

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 IT, Business & Technology Services, and engineering. 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 400,000 of the world's best-trained consultants in 46 countries. The company generated consolidated revenues of US \$19.09 billion for 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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