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May 25, 2020

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Exchange Plaza, Bandra Kurla Complex,
Mumbai - 400051
Symbol - TCS

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 “**Digitate Launches ignio™ AI.Digital Workspace to Transform End-user Workplace Experience**” which will be disseminated shortly.

The Press release is self-explanatory.

Thanking you,

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

A handwritten signature in blue ink, appearing to read 'Rajendra Moholkar', with a horizontal line underneath.

Rajendra Moholkar
Company Secretary

TATA CONSULTANCY SERVICES

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Corporate identification No. (CIN): L22210MH1995PLC084781

Digitate Launches ignio™ AI.Digital Workspace to Transform End-user Workplace Experience

Self-healing and End-user Experience Management Software from Digitate Gives Employees an Intelligent, Personal Digital Workspace Companion

SANTA CLARA | MUMBAI, May 25, 2020: Digitate, a software venture of Tata Consultancy Services (TCS), (BSE: 532540, NSE: TCS) a leading global IT services, consulting and business solutions organization, today announced the launch of ignio™ AI.Digital Workspace, a self-healing, end-user experience management software that helps employees and service desk teams increase productivity and achieve better business outcomes.

Building on ignio's core AI and ML capabilities, ignio AI.Digital Workspace proactively performs probable cause analysis, triages and remediates issues in endpoint devices and other end-user technologies before users notice them. The solution's fast responses and quick resolution of issues with a self-service approach doesn't require calls, forms or long waits, saving time and service desk resources and improving the employee experience. This results in better endpoint visibility and personalized, context-aware workspaces.

ignio AI. Digital Workspace reduces end-user incident requests and automates repetitive tasks, thereby reducing IT costs and improving service desk efficiency. By ensuring 100% availability of applications on end-user devices, the software improves employee productivity, enhances end user experience, and boosts operational resilience.

In a Forrester report¹, analyst Andrew Hewitt writes that, *"81% of global services decision makers say their firms are undergoing or investigating a digital transformation, and 35% of those are investing in workforce enablement technology to drive it. These leading firms know that delivering a superb technology experience to employees is key to enhancing productivity, improving the customer experience, and driving top-line revenue growth."*

AI.Digital Workspace adds to the comprehensive ignio suite of offerings that leverages AI/ML to address business needs, including ignioAI.Ops, ignioAI.WorkloadManagement, ignioAI.ERPOps, and Cognitive Procurement.

Akhilesh Tripathi, Global Head, Digitate, said, *"A business user loses more than 100 hours a year due to IT-related disruptions, often during peak work hours. IT support teams are equally challenged to keep devices and applications compliant while managing user experience due to volume of work and ad-hoc requests. The current global COVID-19 situation and employees working from home has further magnified this problem. By deploying ignio AI.Digital Workspace on endpoint devices, ignio automatically detects and fixes errors, preempting service requests. This significantly reduces the burden on support teams resulting in improved user experience and productivity."*

¹ Forrester Research, Inc., The Forrester Tech Tide™: Digital Workspace Tech For Employee App Enablement, Q2 2019 by Andrew Hewitt

About Digitate

Digitate is a software venture of TCS. Launched in 2015, Digitate's ignio™ is an award-winning solution that reimagines enterprise IT operations with its unique and innovative design that blends artificial intelligence, machine learning, and advanced software engineering to quickly and autonomously resolve issues when they arise, and preempt incidents wherever possible. ignio has been adopted by large, global enterprises, mostly Fortune 500 and Global 2000 corporations, which are leaders and innovators in their respective industries. Digitate is headquartered in the heart of the Silicon Valley in Santa Clara, California, USA and Pune, India. To stay up-to-date on ignio news, follow us at @iam_ignio and visit us at www.digitate.com.

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 over 50 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 448,000 of the world's best-trained consultants in 46 countries. The company generated consolidated revenues of US \$22 billion in the fiscal year ended March 31, 2020, 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.

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