



TCS/PR/SE-183/2020-21

February 26, 2021

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 (BSE)

Dear Sirs,

We are sending herewith copy of a Press Release titled “**TCS Ranked #1 in Customer Satisfaction by Leading Companies in Belgium and Luxembourg**” 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

Tata Consultancy Services Limited

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TCS Ranked #1 in Customer Satisfaction by Leading Companies in Belgium and Luxembourg

Tata Consultancy Services was Positioned Highest in Survey of 200 CxOs of Top IT Spending Enterprises by Whitelane Research, with All-time High Overall Satisfaction Score of 85%

BRUSSELS | MUMBAI, February 26, 2021: Tata Consultancy Services (TCS), (BSE: 532540, NSE: TCS) a leading global IT services, consulting and business solutions organization, has been ranked number one in customer satisfaction in Belgium and Luxembourg in an independent survey of CxOs of top IT spending organizations by Whitelane Research.

This is the fifth consecutive year that TCS was ranked number one by its clients in Belgium and Luxembourg, with an all-time high overall satisfaction score of 85%, compared to the industry average of 76%, reflecting TCS' strong performance across multiple dimensions.

The independent survey ranked 36 IT service providers based on responses from more than 200 CxOs and senior decision makers of the top IT spending organizations in Belgium and Luxembourg. It investigated over 560 unique IT sourcing relationships as well as more than 580 cloud sourcing relationships to assess service providers on nine key performance indicators along service delivery, relationship, commercial and transformation. It also measured satisfaction by IT domains.

Jipson Mathew, Country Head, TCS Belgium, said, *"Coming the end of a very difficult year, this vote of confidence from our customers is immensely heartening. Our pole position – for the fifth year in a row – is a recognition of our customer-focus, industry knowledge, technology expertise, and investments in research, innovation and intellectual property. I'm also immensely proud of our employees who rose to the occasion and helped customers accomplish their business objectives."*

"Being one of the most sustainable mode of transport, railways play a significant role in addressing sustainability challenges related to the growing demand for transportation. To be an attractive alternative and deliver on changing customer demands, digitization is crucial for us," said **Guido Lemeire, CEO, Ypto and CIO, SNCB/NMBS.** *"TCS brought us the technical expertise we needed and combined that with their vertical expertise on the railway industry. Driving such a profound transformation in our complex, vital organization is very impressive. They very much deserved this important recognition in customer satisfaction."*

"TCS' steady performance at the very top of our survey is the result of the trusted relationships they have built with their customers," said **Jef Loos, Head of Sourcing, Whitelane Research.** *"It is also a strong recognition for the dedication of its' employees which led to an all-time high Customer Satisfaction score that - yet again - raises the bar in IT Services in Belgium and Luxembourg."*

Present in the region since 1992, TCS partners with leading corporations in Belgium and Luxembourg in their growth and transformation journeys. Earlier this year, TCS was certified as a Top Employer in Belgium for the eighth consecutive year.

Whitelane Research is an independent organization which conducts extensive European IT sourcing studies, as well as hosting events across the continent. In addition to publishing its annual Europe-wide report, Whitelane Research also publishes individual country-specific reports throughout the year.

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 469,000 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](https://twitter.com/TCS_News).

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