



TCS/PR/SE-162/2021-22

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**National Stock Exchange of India Limited
Exchange Plaza, C-1, Block G, Bandra Kurla
Complex, Bandra (East)
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 “**French CxOs Rank TCS #1 in Customer Satisfaction in Independent Survey**” 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 'Pradeep Manohar Gaitonde', with a horizontal line underneath.

**Pradeep Manohar Gaitonde
Company Secretary**

TATA CONSULTANCY SERVICES

TATA Consultancy Services Limited

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Corporate identification No. (CIN): L22210MH1995PLC084781

French CxOs Rank TCS #1 in Customer Satisfaction in Independent Survey

Tata Consultancy Services Topped Poll of 160 CxOs of Largest IT Spending Enterprises in France, with the Highest Scores in Business Understanding, Proactivity, Account Management, and Service Quality

PARIS | MUMBAI, January 17, 2022: Tata Consultancy Services (TCS) (BSE: 532540, NSE: TCS) has been voted number one in customer satisfaction in France, in an independent survey of CxOs of top IT spending organizations.

This is the third consecutive year that TCS has taken the top spot with an overall satisfaction score of 84%, compared to the industry average of 71%, reflecting TCS' strong performance across multiple dimensions.

The independent study by Whitelane Research surveyed more than 160 CxOs and senior decision makers of the top IT spending organizations in the country, representing over 480 contracts. It evaluated 31 IT service providers over 9 key performance indicators along service delivery, relationship, innovation, and transformation.

TCS took the top position in Business Understanding, Proactivity, Account Management, and Service Quality. By IT domain, the company ranked first in Application Development, Maintenance and Testing with an 85% satisfaction score.

Rammohan Gourneni, Country Manager, TCS France, said: *"We are pleased to be ranked number one by our clients in France for our customer-centricity, domain knowledge and outstanding account management. These attributes and our sustained investments in talent development, innovation as well as the value we have created for our customers by continually investing in building localized domain capabilities across industries have made us the preferred growth and transformation partner to our French customers."*

Congratulating TCS on this achievement, **Brian Kudeba, Vice President, IT Strategy & Transformation, Ipsen,** said: *"We began our transformation journey with TCS in 2018 and since then we have developed a trusted relationship with a partner who understands our business, delivers reliable solutions, promptly addresses challenges, and is committed to achieving results. This #1 ranking in Customer Satisfaction for 3 years in a row is well deserved!"*

"TCS is ranked number 1 in France in our extensive Customer Satisfaction survey for the third year in a row," said **Jef Loos, Head of Sourcing, Whitelane Research.** *"In the challenging French business environment, TCS' growth remains strong and consistent over the year and this first position demonstrates the long-term engagement of TCS with its customers, and its capabilities, flexibility and agility in supporting their digital transformation."*

Present in France since 1992, TCS currently partners with over 80 leading French corporations in their growth and transformation journeys, including 18 of the CAC40. Over the past few years, TCS has made sustainable investments in France and opened three delivery centers in the country – Paris-Suresnes, Lille and Poitiers, offering customers local support and access to TCS' deep technology and domain expertise.

Whitelane Research is an independent organization which conducts extensive European IT sourcing studies, as well as hosts 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 (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 556,000 of the world's best-trained consultants in 46 countries. The company generated consolidated revenues of US \$22.2 billion in the fiscal year ended March 31, 2021 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 MSCI Global Sustainability Index and the FTSE4Good Emerging Index. For more information, visit www.tcs.com.

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