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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 “**DNB Wins HFS OneOffice Award for Automating its IT Operations with TCS**” which will be disseminated shortly.

The Press release is self-explanatory.

Thanking you,

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

**Pradeep Manohar Gaitonde
Company Secretary**

TATA CONSULTANCY SERVICES

TATA Consultancy Services Limited

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Corporate identification No. (CIN): L22210MH1995PLC084781

DNB Wins HFS OneOffice Award for Automating its IT Operations with TCS

Tata Consultancy Services-Built Automation Framework Improves Operational Resilience and Enhances Employee and Customer Experiences

OSLO | MUMBAI, September 12, 2022: Tata Consultancy Services (TCS), (BSE: 532540, NSE: TCS) announced that its client DNB Bank ASA, Norway's largest financial services group, has won the HFS OneOffice Award 2022 under the Native Automation category. The award was conferred on DNB for a successful automation journey undertaken in partnership with TCS.

DNB wanted to transform its IT landscape to provide its customers with uninterrupted, high-quality services and overcome challenges arising from a fragmented IT infrastructure, slow digital product launches, manual processes, and high cost of operations. As DNB's strategic partner, TCS leveraged its Machine First™ Delivery Model (MFDM™) and agile methodology to automate operations. TCS built an automation framework on DNB's existing information technology service management platform, integrating it with other third-party automation tools.

TCS removed manual touchpoints from a large part of DNB's infrastructure and applications across three categories: capacity, system performance, and overall performance efficiency. TCS also leveraged its Cognix™ Blueprint Framework to improve the configuration management database maturity from 46% to 98%.

The new automation framework built by TCS, has eliminated repetitive tasks, increased employee productivity, and improved DNB's system availability by 350 basis points. Agents' availability has increased to 99.9%, resulting in high customer satisfaction. Further, a business-aligned command center has enhanced collaboration between IT and business operations. The TCS solution has enhanced operational agility and flexibility and enabled high availability of services towards customers and employees by ensuring stable and secure operations of the bank's IT systems.

"At DNB, our priority is to accelerate our pace of innovation and continue our transformation journey to be a bank of the future," said **Alf Otterstad, EVP, Infrastructure & Engineering Productivity, Technology and Services, DNB.** *"TCS has been a true partner, and their MFDM approach has helped us achieve sustainable business operations with secure IT infrastructure, enabling us to reach our customers faster than ever."*

"We are extremely happy to be a part of DNB's transformation journey, leveraging MFDM to improve business resilience and enhance employee and customer experiences," said **Hemakiran Gupta, Business Unit Head – Mainland Europe, BFSI, TCS.** *"We congratulate DNB on the win and look forward to achieving greater successes together."*

"DNB, in partnership with TCS, are worthy winners in the Native Automation category of the HFS OneOffice™ Awards for their Eliminate, Automate and Optimize approach, and their focus on aligning transformation with clear business goals. Both client and the service provider at all times remained aware of their vision and roadmap, thus ensuring the right path to reach their goal. Congratulations to both DNB and TCS," said **Krupa KS, Senior Analyst, HFS Research.**

About DNB

DNB is Norway's largest financial services group and one of the largest in the Nordic region in terms of market capitalisation. The Group offers a full range of financial services, including loans, savings, advisory services, insurance and pension products for retail and corporate customers.

DNB's bank branches in Norway, in-store postal and banking outlets, post office counters, Internet banking, mobile services and international offices ensure that we are present where our customers are. We are a major operator in a number of industries, for which we also have a Nordic or international strategy.

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 592,000 of the world's best-trained consultants in 46 countries. The company generated consolidated revenues of US \$25.7 billion in the fiscal year ended March 31, 2022, 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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