



TCS/PR/SE-30/2022-23

May 25, 2022

**National Stock Exchange of India Limited
Exchange Plaza, C-1, Block-G, Bandra Kurla
Complex, Bandra (East)
Mumbai - 400001
Symbol - TCS**

**BSE Limited
P.J. Towers,
Dalal Street,
Mumbai - 400051
Scrip Code No. - 532540**

Dear Sirs,

We are sending herewith copy of a Press Release titled **“UK’s Top Spending CIOs Rank TCS as Number One in Customer Satisfaction Once Again”** 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

9th Floor Nirmal Building Nariman Point Mumbai 400 021
Tel 91 22 6778 9595 Fax 91 22 6630 3672 e-mail corporate.office@tcs.com website www.tcs.com
Registered Office 9th Floor Nirmal Building Nariman Point Mumbai 400 021
Corporate Identity No. (CIN): L22210MH1995PLC084781

UK's Top Spending CIOs Rank TCS as Number One in Customer Satisfaction Once Again

Tata Consultancy Services Maintains Top Position for Seventh Year in Whitelane's Annual Survey of Over 270 CIOs from the UK's Largest IT Spending Organisations

LONDON | MUMBAI, MAY 25, 2022: [Tata Consultancy Services](#) (TCS) (BSE: 532540, NSE: TCS), has been ranked number one in customer satisfaction in the UK, in an independent survey of CxOs from the largest IT spending organizations by [Whitelane Research](#).

The 2022 IT Sourcing Study is based on responses from over 270 CIOs and senior decision makers in the UK. TCS maintained its top position for the seventh time with an overall customer satisfaction score of **82%**, significantly higher than the industry average of 73%. TCS exceeded the industry average in the categories of transformative innovation, business understanding, security, contractual flexibility, and sustainability. In addition, TCS secured the number one ranking in service delivery quality as well as key IT domains – application development, maintenance and testing, and end-user services.

According to the Whitelane study, two-thirds of UK firms are planning to maintain or expand their relationships with IT service providers over the next two years, as they accelerate their digital and cloud transformation initiatives. TCS will continue to meet this demand with its portfolio of industry-leading digital services and solutions tailored to each client's unique business and technology context, to help them grow their businesses and thrive in an increasingly digital-first world.

"Businesses in the UK are accelerating innovation for future growth and transformation. Our contextual knowledge, digital expertise and TCS Pace™, our proven framework for innovation at scale, have made us their preferred transformation partner," said **Amit Kapur, Country Head, TCS UK and Ireland**. *"We are pleased to be ranked number one for customer satisfaction for the seventh time. TCS UK has always been laser-focused on helping clients achieve their business objectives and it is this customer-centricity that has helped us gain market share and made us the #1 IT service provider in the UK."*

"From this year's research, we can clearly see that not only does TCS excel in customer support and service delivery, but also in technical expertise and business strategy as well. It's fantastic to see that they have secured the coveted top spot as the UK's leading IT service provider for the seventh year," commented **Jef Loos, Head of Sourcing Research Europe, Whitelane Research**. *"This result is testament to the company's successful track record of supporting British businesses with their technology transformation."*

TCS is the largest IT service provider by revenue in the UK and one of the largest IT employers with around 19,000 employees. The company grew in double digits in the UK in FY 2022 and crossed £3 billion in revenue. It was also recognized as the [number one](#) Top Employer in the United States, Europe, and Asia Pacific by the Top Employers Institute.

About Tata Consultancy Services

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

TCS media contacts:

Asia Pacific	Email: wenjian.lin@tcs.com Phone: +65 9695 9948
Australia and New Zealand	Email: kelly.ryan@tcs.com Phone: +61 422 989 682
Canada	Email: tiffany.fisher@tcs.com Phone: +1 416 456 7650
Europe	Email: joost.galema@tcs.com Phone: +31 615 903387
India	Email: saxena.kritika@tcs.com Phone: +91 22 6778 9999 Email: vanshika.sood@tcs.com Phone: +91 22 67789098
Middle East & Africa	Email: s.hasneen@tcs.com Phone: +971567471988
Japan	Email: douglas.foote@tcs.com Phone: +8180-2115-0989
Latin America	Email: alma.leal@tcs.com Phone: +521 55 2095 6098
UK	Email: peter.devery@tcs.com Phone: +44 20 3155 2421
USA	Email: james.sciales@tcs.com Phone: +1 917 981 7651

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