



TCS/PR/SE/44/2024-25

February 20, 2025

**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,

Sub: Press Release

We are sending herewith copy of the Press Release titled “**TCS Ranked Europe’s #1 IT Services Provider for Customer Satisfaction**” which will be disseminated shortly.

The Press release is self-explanatory.

Thanking you,

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

**Yashaswin Sheth
Company Secretary**

Encl: As above

TATA CONSULTANCY SERVICES

Tata Consultancy Services Limited

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TCS Ranked Europe's #1 IT Services Provider for Customer Satisfaction

Whitelane Research's survey of top European IT spending organizations is the most comprehensive survey of its kind, gathering insights from nearly 2,300 participants

The survey revealed TCS as an exceptional performer across six key IT domains. This achievement marks the 12th straight year that TCS has held the highest ranking in this survey

AMSTERDAM | MUMBAI, February 20, 2025: [Tata Consultancy Services](#) (TCS) (BSE: 532540, NSE: TCS), a global leader in IT services, consulting, and business solutions, has been ranked number one for Customer Satisfaction in Europe, according to an independent survey by Whitelane Research.

The Whitelane Research 2024/2025 IT Sourcing Study gathered insights from nearly 2,300 participants from Europe's leading organizations. The study evaluated over 6,000 unique IT sourcing relationships and more than 6,500 cloud platform sourcing relationships, reinforcing TCS' unique position in the industry. This marks the 12th straight year that TCS has held the highest ranking in this survey. Additionally, the organization also secured the #1 spot for general satisfaction in Financial Services (84% vs industry average of 77%) and Transport & Logistics (84% vs industry average of 73%), further strengthening its position as a trusted IT partner.

Jef Loos, Head Sourcing Europe at Whitelane Research, said, *"Congratulations to TCS for 12 years in first place. It is no easy feat to achieve this ranking. This level of consistency over the years speaks of the quality of TCS' IT services and customer focus. Technology needs can change dramatically year-on-year, just as we have seen with the increase in investment in AI and machine learning solutions. An IT service provider that can adapt to and anticipate changing needs is therefore essential for customers, and TCS' ranking demonstrates that they have this ability."*

This recognition underscores TCS' commitment to serving as a trusted IT partner for European enterprises, with a presence in the region for over 45 years. Throughout this journey, TCS has driven digital transformation for some of Europe's leading multinationals across industries such as banking and financial services, manufacturing, telecom, retail, travel, logistics, and more. With a diverse and agile workforce operating from 62 offices across Europe, TCS continues to be a strategic transformation partner, empowering businesses to navigate change and achieve sustained success.

TCS demonstrated outstanding performance across six critical IT domains, including Digital Transformation (79% satisfaction vs. industry average of 75%), Cloud & Infrastructure Services (80% vs. 74%), Workplace Services (80% vs. 74%), Security Services (81% vs. 74%), Network & Connectivity Services (81% vs. 72%), and Application Services (82% vs. 76%).

Sapthagiri Chapalapalli, Head of Europe at TCS, said, *"We believe in excellence in our IT services, and we are delighted to see this consistently reflected in our European customer satisfaction ranking as we celebrate our twelfth year at the top. We are especially proud to have ranked as an 'excellent performer' across every service pillar assessed. TCS values the trust placed in us by our customers, and our TCS teams prioritize always delivering exceptional customer service."*

Evaluating broad industry trends, the report found that 33% of respondents indicated their organization plans to increase its IT budget for external providers over the next two years, driven primarily by the need for

access to specialized resources and talent (51%), followed closely by business scalability (50%). A deeper analysis of IT outsourcing strategies highlighted key investment priorities, with strengthening security, resilience, and cyber defense emerging as the top focus area (56%). Automation of key business processes (53%) and cost savings (44%) were also cited as major investment priorities. Additionally, advancing AI and machine learning solutions saw a significant rise in importance, increasing by 16% from the previous year’s finding (28%) to 44%.

In addition to securing the top spot for the 12th consecutive year in Whitelane Research’s 2024/2025 IT Sourcing Study, TCS has also been recognized as a Top Employer in Europe by the Top Employer Institute for the 13th year in a row. Since 2013, Whitelane has conducted its annual IT sourcing study to evaluate the leading IT and cloud service providers in Europe, making it one of the most comprehensive reports on the outsourcing market. For further information on Whitelane Research’s IT sourcing report, [Click here](#).

About Whitelane Research

Whitelane Research is the leading independent organization specializing in IT sourcing research across Europe. Each year, over 2,000 client organizations evaluate 6,000+ IT sourcing relationships in our studies. Since 2013, we have ranked the top IT service providers based on key performance indicators and by IT service tower. Our European report includes rankings by industry sector, contract size, and country/region. All research is conducted with complete confidentiality, with findings presented in aggregate. For more information, visit www.whitelane.com.

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 56 years. Its consulting-led, cognitive powered, portfolio of business, technology and engineering services and solutions 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 607,000 of the world’s best-trained consultants in 55 countries. The company generated consolidated revenues of US \$29 billion in the fiscal year ended March 31, 2024, and is listed on the BSE and the NSE 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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