



TCS/PR/SE-58/2022-23

July 28, 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 “**TCS Partners with The Walton Centre NHS Foundation Trust to Build Digital Solutions for Patient Care**” 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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TCS Partners with The Walton Centre NHS Foundation Trust to Build Digital Solutions for Patient Care

Tata Consultancy Services to Develop an AI-based Chatbot that will Help Reduce the Three-Month Waiting Time for Patients to See a Specialist Consultant

LIVERPOOL | LONDON, July 28, 2022: Tata Consultancy Services (TCS) (BSE: 532540, NSE: TCS) announced its partnership with [The Walton Centre NHS Foundation Trust](#) (The Walton Centre), to develop digital solutions that increase the productivity of specialists, reduce waiting times for patients, and enhance the experience.

To begin with, the two organizations will focus on transforming the experience for outpatient referrals to neurologists. According to The Walton Centre, patients with headaches make up the largest number of such referrals, with a three-month average waiting period to be seen by a consultant. TCS will develop an innovative artificial intelligence-based chatbot, which could transform the way headache patients are diagnosed and treated at the centre in Liverpool.

The chatbot will interact with patients being referred to a neurology or headache specialist and collect details of their condition and the symptoms through a structured set of questions. This will be used to compile a detailed medical history which clinicians can review before the first appointment with that patient and recommend a further course of action.

Depending on the clinician's assessment, a patient may be put on a fast-track to be examined by a consultant or offered guidance on alleviating symptoms while they await their turn. The chatbot will reduce the need for specialist consultants, whose time is very scarce, to spend their first appointment asking those questions. This will enhance their productivity and help bring down the waiting time for patients. The chatbot will also provide useful information to the patient to help them prepare for, and get the best out of their first appointment.

The solution, which will be developed as a prototype, will leverage cloud native, serverless technologies and conversational AI, to ensure clinical safety and effectiveness.

Dr Anita Krishnan, Divisional Clinical Director for Neurology, The Walton Centre, and a **Consultant Neurologist** specialising in headaches, said: *"Technology is a huge part of medicine and it's exciting to work with TCS to create a new artificial intelligence-based solution which will help our patients. The chatbot system also has potential to be extended into other areas of medicine, which could benefit even more patients. We are working closely with TCS and our other specialist partners to ensure the new solution is effective and safe and improves efficiency and patient outcomes."*

Shalini Mathur, Business Unit Head, Public Services for UK, Europe & ANZ, TCS, said: *"We are pleased to partner with The Walton Centre to transform patient care in UK using next-gen technologies. These technologies and solutions will help reduce waiting times for patients while improving the productivity of specialist consultants. This creates a blueprint for similar digital innovation in other clinical settings."*

[About Tata Consultancy Services](#)

[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 606,000 of the world's best-trained consultants in 55 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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