



TCS/PR/SE-157/2022-23

February 20, 2023

**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 **“Telefónica Germany Selects TCS as Transformation Partner to Build Future-Ready Operations Support Systems”** 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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## Telefónica Germany Selects TCS as Transformation Partner to Build Future-Ready Operations Support Systems

*Tata Consultancy Services to Help Transform the Telco's Service Assurance Applications and Processes within OSS, Enabling More Resilient Network Service and Faster Time-to-Market*

**MUNICH | MUMBAI, February 20, 2023:** Tata Consultancy Services (TCS) (BSE: 532540, NSE: TCS) has been selected by Telefónica Germany, a leading integrated telecommunications provider in Germany, to help the latter transform its end to end service assurance applications and processes within its Operations Support Systems (OSS) stack and further enhance customer experience.

Telefónica Germany envisions driving innovation with continuous digital transformation to enhance people's lives and deliver connectivity to individuals and businesses. Towards realizing this vision, the telecom operator selected TCS as its transformation partner to build a future-ready OSS to offer customers a reliable, resilient, and secure network experience.

TCS will leverage best-in-class methodologies – Agile, DevOps, Continuous Integration, and Continuous Deployment, and Continuous Testing (CI/CD/CT) framework and its deep cloud expertise to modernize the OSS service assurance application estate using cloud-native technologies and AI/ML to predict and pre-empt network faults. This will enable Telefónica Germany to implement zero-touch cloud-based operations and provide consumers with a more resilient network service. The reimagined service assurance processes will result in faster turnaround times and a transformed customer experience.

Additionally, the new future-ready, simplified service assurance systems within Telefónica Germany's OSS landscape will help accelerate the launch of newer products, including new 5G-based growth areas, with near-zero downtime.

*"We are excited to partner with TCS to re-engineer our service assurance landscape as we transform towards a future-ready customer experience. Telefónica Germany's technology and innovation leadership, coupled with TCS' deep domain competencies and proven digital capabilities, will strengthen and accelerate Telefónica Germany's digital transformation towards 'best Telefónica ever',"* said **Mallik Rao, Chief Technology & Information Officer, Telefónica Germany.**

*"TCS is delighted to expand its partnership with Telefónica Germany to transform its customer experience with a reimagined service assurance landscape. Our deep contextual knowledge, proven digital transformation capabilities and partner ecosystem will propel Telefónica Germany's transformation,"* said **V Rajanna, Global Head, Communications, Media, and Technology Business, TCS.**

Present in Germany since 1991, TCS currently partners with over 100 leading German corporations in their growth and transformation journeys. TCS has been ranked the fastest-growing IT service provider in Germany. Additionally, it was named the number one IT service provider in customer satisfaction by CXOs in a survey by Whitelane Research. TCS was also recognized as a top employer in Germany by the Top Employers Institute.

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### 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 613,000 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](http://www.tcs.com)

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