



TCS/PR/SE-155/2022-23

February 15, 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 **“TCS Named a Leader in IDC MarketScapes for Worldwide Manufacturing Service Life-Cycle Management Strategic Consulting and Systems Integrators/BPO”** 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 6778 9660 e-mail corporate.office@tcs.com website www.tcs.com

Registered Office 9th Floor Nirmal Building Nariman Point Mumbai 400 021.

Corporate identification No. (CIN): L22210MH1995PLC084781

## **TCS Named a Leader in IDC MarketScapes for Worldwide Manufacturing Service Life-Cycle Management Strategic Consulting and Systems Integrators/BPO**

*According to the Reports, Tata Consultancy Services Helps Clients “Develop Industry-Specific IP, Assets, and Frameworks, which Accelerate Speed to Market and Business Value”*

**NEW YORK | MUMBAI, February 15, 2023:** Tata Consultancy Services (TCS) (BSE: 532540, NSE: TCS) has been positioned as a Leader in two recently published reports: IDC MarketScape for Worldwide Manufacturing Service Life-Cycle Management Strategic Consulting and IDC MarketScape for Worldwide Manufacturing Service Life-Cycle Management Systems Integrators/ Business Process Outsourcing<sup>1</sup>.

The report on Strategic Consulting said, “TCS has been able to work with clients to develop industry-specific IP, assets, and frameworks, which accelerate speed to market and business value. The breadth of functionality and services TCS has offered the market enables manufacturers to explore new business models and pathways to deliver a new set of services, products, and experiences to customers within the service life cycle.”

Highlighting TCS’ key strengths, the report on Systems Integrators/ Business Process Outsourcing said, “ TCS is able to leverage its COEs, which outnumber its peers in number to co-innovate with clients under TCS Pace and COIN and also accelerate its process improvements in the service life cycle. TCS’ ability to share best practices and success paths from adjacent industries enables the company to help manufacturers think outside their own niche markets to adopt to innovations and adapt to customer expectations, which shift at a rapid pace.”

*“TCS leverages its contextual knowledge and expertise in IoT, analytics and next-gen technologies to help manufacturers digitally transform their service life-cycle, embrace new business models, gain competitive differentiation and drive growth,”* said **Partha Reddy, Head, Manufacturing, Energy & Resources, Americas, TCS.** *“This leadership position is a reflection of our strategy, capabilities, investments in innovation and the resultant market success.”*

TCS’ comprehensive suite of services and solutions including industry-specific consulting and advisory, implementation and optimization services, help leading manufacturers and service and aftersales organizations transform the end-to-end service lifecycle.

TCS transforms the customer service delivery process to improve productivity and efficiency of service operations, drive revenue growth, address compliance requirements and improve customer experience. Its SLM expertise spans servitization, connected products and services, subscriptions and new business models, as well as traditional models of customer service, contact centers, warranty and service contracts. Proprietary solutions include:

*TCS Crystallus™ for Field Service* is a set of preconfigured industry and business solutions that help enterprises reimagine its SAP landscape, mitigating business risks and disruptions.

*TCS Manufacturing Industry solutions* accelerator built on Salesforce platform provides faster ROI and increases user adoption while optimizing time to market.

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<sup>1</sup> IDC MarketScape: Worldwide Manufacturing Service Life-Cycle Management Strategic Consulting 2022–2023 Vendor Assessment (doc #US48840422, December 2022) and IDC MarketScape: Worldwide Manufacturing Service Life-Cycle Management Systems Integrators/ Business Process Outsourcing 2022–2023 Vendor Assessment, (Doc #US48840322, December 2022)

Further, TCS' partnerships with niche and leading product and technology vendors, hyperscalers and the startup ecosystem positions it well to provide exceptional services and solutions to clients.

*"Manufacturers and service organizations are in midst of a major shift in their businesses requiring them to be more agile, digital, and responsive to customer needs. The ability to deliver enhanced service experiences to customers in an unstable economic environment will be critical to success and growth. Digital transformation is the key enabler for the service business,"* said **Aly Pinder, Program Director, Service Innovation & Connected Products, IDC**. *"TCS' industry domain, technology, and functional expertise as well as its track record of innovation in helping manufacturers evolve their aftermarket offerings, make it a Leader in Manufacturing Service Life-Cycle Management services."*

#### About IDC MarketScape:

IDC MarketScape vendor assessment model is designed to provide an overview of the competitive fitness of ICT (information and communications technology) suppliers in a given market. The research methodology utilizes a rigorous scoring methodology based on both qualitative and quantitative criteria that results in a single graphical illustration of each vendor's position within a given market. IDC MarketScape provides a clear framework in which the product and service offerings, capabilities and strategies, and current and future market success factors of IT and telecommunications vendors can be meaningfully compared. The framework also provides technology buyers with a 360-degree assessment of the strengths and weaknesses of current and prospective vendors.

#### 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)

#### TCS media contacts:

Asia Pacific	Email: <a href="mailto:m.prabhu@tcs.com">m.prabhu@tcs.com</a>   Phone: +65 9720 9005
Australia and New Zealand	Email: <a href="mailto:kelly.ryan@tcs.com">kelly.ryan@tcs.com</a>   Phone: +61 422 989 682
Canada	Email: <a href="mailto:tiffany.fisher@tcs.com">tiffany.fisher@tcs.com</a>   Phone: +1 416 456 7650
Europe	Email: <a href="mailto:joost.galema@tcs.com">joost.galema@tcs.com</a>   Phone: +31 615 903387
India	Email: <a href="mailto:saxena.kritika@tcs.com">saxena.kritika@tcs.com</a>   Phone: +91 22 6778 9999 Email: <a href="mailto:vanshika.sood@tcs.com">vanshika.sood@tcs.com</a>   Phone: +91 22 67789098
Middle East & Africa	Email: <a href="mailto:pragya.priyadarshini@tcs.com">pragya.priyadarshini@tcs.com</a>   Phone: +971 528656700
Japan	Email: <a href="mailto:douglas.foote@tcs.com">douglas.foote@tcs.com</a>   Phone: +81 80-2115-0989

Latin America	Email: <a href="mailto:alma.leal@tcs.com">alma.leal@tcs.com</a>   Phone: +521 55 2095 6098
UK	Email: <a href="mailto:peter.devery@tcs.com">peter.devery@tcs.com</a>   Phone: +44 20 3155 2421
USA	Email: <a href="mailto:james.sciales@tcs.com">james.sciales@tcs.com</a>   Phone: +1 917 981 7651

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