



TCS/PR/SE-133/2022-23

January 17, 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 Next-Gen Salesforce Services by NelsonHall ”** 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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Corporate identification No. (CIN): L22210MH1995PLC084781

## TCS Named a Leader in Next-Gen Salesforce Services by NelsonHall

*Noted as Strengths were Tata Consultancy Services' Intellectual Property and Accelerators that Help Customers Increase the Value of their Cloud Investments*

**LONDON | MUMBAI, January 17, 2023:** Tata Consultancy Services (TCS) (BSE: 532540, NSE: TCS) has been positioned as a Leader in the NelsonHall NEAT for Next-Gen Salesforce Services<sup>1</sup>.

The report presents an assessment of next-gen Salesforce services, focusing on those Cloud products beyond the core Sales and Services Clouds and examining capabilities around consulting, build, and post-implementation services. It acknowledges that Salesforce projects are digital transformation initiatives and require skills and experience beyond traditional CRM capabilities, including new business model and UX consulting services.

TCS was positioned as a Leader overall, as well as in several of the product-specific NEAT quadrants including Salesforce Industry Cloud/Vlocity, Commerce Cloud, Revenue Cloud, Marketing Cloud, and MuleSoft. The report highlights TCS' investments in its service portfolio, including around Marketing, Commerce, Field Services Cloud, MuleSoft and Vlocity/Industry Cloud. Referenced as examples of TCS' continued investment in its service portfolio were TCS Crystallus™ to shorten implementation times for Industry Cloud.

*"TCS helps enterprises drive new levels of engagement with our Salesforce solutions, services and accelerators that offer a path to a fully integrated 360-degree customer view, which ultimately results in increased business value from their Salesforce platform investments,"* said **Prashant Shirgur, Global Head, Enterprise Application Services, TCS**. *"This recognition as a Leader is a reflection of our deep industry knowledge, comprehensive portfolio of Salesforce services, and the resultant market success."*

TCS offers a full complement of Salesforce services and solutions, leveraging its domain-focused innovation and Salesforce's product suite. These range from business advisory services such as cloud strategy and customer experience strategy, to implementation services, to technology advisory services such as managed services, platform optimization, and support.

[TCS Crystallus™ on Salesforce](#) helps enterprises enable rapid transformation with accelerators, best-fit process maps, and frameworks to achieve a scalable, agile digital core and deliver innovative services. It helps enterprises stay relevant and future ready in the changing ecosystem dynamics by adapting to new business models and revenue streams.

TCS has received multiple Salesforce awards for its comprehensive and compelling digital solutions including the 2022 Salesforce Partner Innovation Award, its fifth in as many years, as well as the 2022 MuleSoft Americas Premier Partner of the Year.

*"TCS is making targeted investments in Salesforce capabilities and strengthening its position in the ecosystem. TCS' offerings and solutions such as TCS Crystallus™ on Salesforce help to shorten implementation times for clients, drive service repeatability and, ultimately, application quality,"* said **Dominique Raviart, IT Services Practice Director, NelsonHall**. *"TCS' strength in Salesforce services goes beyond IPs and accelerators. The company continues, on an ongoing basis to expand its portfolio around Salesforce sub-products, developing specialized services such as migration services. These factors have contributed to its positioning as a Leader in NelsonHall's NEAT Report on Salesforce Services 2022."*

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<sup>1</sup> [Salesforce Services NEAT 2022](#), Dominique Raviart, NelsonHall, September 20, 2022

### About NelsonHall

NelsonHall is the leading global analyst firm dedicated to helping organizations understand the ‘art of the possible’ in digital operations transformation. With analysts in the U.S., U.K., Continental Europe, and Asia, NelsonHall provides buy-side organizations with detailed, critical information on markets and vendors (including NEAT assessments) that helps them make fast and highly informed sourcing decisions. And for vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall’s research is based on rigorous, primary research, and is widely respected for the quality, depth and insight of its analysis.

### 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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