



TCS/PR/SE-106/2022-23

October 27, 2022

**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 “**A Decade at the Top: TCS Ranked #1 in Customer Satisfaction in Switzerland Once Again**” 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

A Decade at the Top: TCS Ranked #1 in Customer Satisfaction in Switzerland Once Again

Tata Consultancy Services Achieved the Top Position in Survey of 140 CXOs from Top IT Spending Companies in Switzerland, and an Overall Satisfaction Score of 82%

ZURICH | MUMBAI, October 27, 2022: Tata Consultancy Services (TCS) (BSE: 532540, NSE: TCS) has been ranked number one for customer satisfaction in Switzerland, in an independent survey of CXOs from top IT spending organizations by [Whitelane Research](#) and Navisco.

Whitelane Research's 2022 IT Sourcing Study is based on responses from 210 CIOs and senior decision makers across the Netherlands. The research investigated over 430 unique IT sourcing relationships to assess service providers on eight Key Performance Indicators (KPIs), including service delivery, relationship, commercial and transformation.

TCS has achieved the top position in customer satisfaction for the tenth time, with an overall satisfaction score of 82%, compared to the industry average of 74%. TCS demonstrated strong results across multiple dimensions and KPIs. It scored highly in Business Understanding (81% vs average of 76%) and Sustainability (77% vs average of 72%). Further, TCS ranked in the top 3 for:

- Security (82% vs average of 78%)
- Account Management Quality (88% vs average of 77%)
- Contract Flexibility (86% vs average of 75%)
- Service Delivery Quality (81% vs average of 76%)

*"We are delighted to be ranked number 1 in customer satisfaction by our Swiss customers," said **Rainer Zahradnik, Country Head, TCS Switzerland**. "TCS' customer-centric approach to business has helped us gain a deep understanding of our clients' business and technology needs. Our contextual knowledge along with our investments in our employees, in research and innovation and in intellectual property help address our clients' evolving needs and drive their growth and transformation."*

*"Tata Consultancy Services holds the top position in Switzerland for the 10th time based on the rankings of business leaders in Switzerland," said **Jef Loos, Head of Sourcing, Whitelane Research**. "It is a special achievement to maintain such a high customer satisfaction score for so many consecutive years. TCS can be proud of the dedicated focus of its teams in building lasting and strong relationships with its customers."*

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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