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National Stock Exchange of India Limited
Exchange Plaza, Bandra Kurla Complex,
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 to Transform Europ Assistance’s IT Operating Model Using Artificial Intelligence and Machine Learning**” 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

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Corporate identification No. (CIN): L22210MH1995PLC084781

TCS to Transform Europ Assistance's IT Operating Model Using Artificial Intelligence and Machine Learning

New deal will see Tata Consultancy Services provide end-to-end enterprise IT application services, leveraging its delivery centers in Europe and across all geographies where Europ Assistance operates.

The company's AI platform ignio™ AIOps will be used to transform Europ Assistance's IT operations, enhancing resilience, scalability and agility.

PARIS | MUMBAI, February 05, 2024: Tata Consultancy Services (TCS) (BSE: 532540, NSE: TCS) has been selected as a strategic partner by Europ Assistance, a leading global assistance and travel insurance company, to help reimagine its global IT operating model for enhanced resilience, scalability and user experience.

Supporting nearly 300 million customers in over 200 countries and territories with travel, mobility, home and family, health, and concierge services, Europ Assistance was looking for a global transformation partner to align its IT ecosystem to its mission of providing services 'Anytime, Anywhere' and support its growth. As the strategic partner, TCS will step up its delivery centers in Europe and across geographies to provide end-to-end enterprise IT application services to Europ Assistance.

The multi-year partnership will also see TCS leveraging its proprietary solution, ignio™ AIOps from its Digitate suite of offerings to enhance operational resilience and business agility. Powered by AI and ML, the solution will provide Europ Assistance with actionable insights into its technology stack, improving productivity and availability. The partnership will help Europ Assistance scale its business capabilities, support its expanding partnership ecosystem, and enhance its speed to market.

In addition, the partnership will focus on co-innovation, with TCS and Europ Assistance working together on novel use cases leveraging generative AI and other advanced technologies.

Fabien Azavant, Group Chief Information Officer and member of Group Management Committee, Europ Assistance, said: *"We are very happy to partner with TCS in what we see as a very exciting period in our organization's evolution. At Europ Assistance, we have a set of clear values that we abide by – being 'Caring', 'Available', 'Reliable' and 'Easy to work with'. To our delight, we could see that TCS' attitude mirrored our values exactly and together with its global capabilities, we see this partnership being a key lever for our organizational aspirations."*

"Technology is at the heart of a reliable, available, and scalable business. We are pleased to partner with Europ Assistance in their journey of transformation. The new, automation-powered operating model will enable Europ Assistance to achieve its global mission while serving its customers anytime, anywhere," said **Hemakiran Gupta, Head of Banking, Insurance and Financial Services, Europe, TCS.**

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 55 years. Its consulting-led, cognitive powered, portfolio of business, technology and engineering services and solutions 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 603,305 of the world's best-trained consultants in 55 countries. The company generated consolidated revenues of US \$27.9 billion in the fiscal year ended March 31, 2023, and is listed on the BSE and the NSE 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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