



TCS/PR/SE-89/2023-24

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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 Ranks No. 1 in Customer Satisfaction in France for 5th year**” 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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TCS Ranks No. 1 in Customer Satisfaction in France for 5th year

With a high satisfaction score of 84%, Tata Consultancy Services retained its position as a leader in customer satisfaction in the 2023 French IT Sourcing Study by Whitelane Research.

PARIS | MUMBAI, January 23, 2024: Tata Consultancy Services (TCS) (BSE: 532540, NSE: TCS) has emerged as a leader in customer satisfaction in France by ranking first in the 2023 French IT Sourcing Study by global think tank Whitelane Research. With a satisfaction score of 84%, TCS retained its position at the top for the fifth consecutive year.

Whitelane Research is an independent organization that conducts in-depth research into information technology procurement policies in Europe and organizes events across the continent. The 2023 French IT Sourcing Study, conducted in collaboration with IT consulting firm Timspirit, is the largest independent survey carried out in France among 200 business managers and customers of IT service providers. It covers 600 IT outsourcing contracts and 700 cloud service contracts.

TCS France consolidated its leadership with a score that is 12% higher than the average of companies in the sector and a lead of 6% compared to the organization that ranked second. The general satisfaction score is also up 3%, a significant jump from last year's performance.

"We are delighted to be ranked number one in customer satisfaction by our French customers for the fifth consecutive year. For over three decades, TCS has been partnering with many esteemed French organizations on their transformative journeys, contributing to their growth and helping them realize their visionary goals. Our enduring collaboration has been built on a foundation of innovation, customer-centricity, continued investment in local talent, and a deep understanding of the unique challenges and opportunities within the French market. We remain committed to fostering success and driving transformational impact for our French clients and this achievement reaffirms our position as their trusted partner." said **Rammohan Gourneni, Managing Director of TCS France.**

Operating in France since 1992, TCS has supported more than 80 large French companies in their growth and transformation journeys, including 18 CAC40 companies (Alcatel-Lucent, BNPP, Engie, Sodexo, Société Générale, Total, etc.). In the three decades since, TCS has made significant investments in the country and opened service centers in Paris-Suresnes, Lille and Poitiers. The IT services leader has also been recognized as one of the best employers in Europe and France by the Top Employers Institute for 11 years in a row.

TCS' growth in France is reflected in its performance in the 2023 survey on indicators such as account management (87%, + 11% vs. average), innovation and ability to drive transformation (79%, + 15% vs. the average), and the use of sustainable technologies (78%, +13% vs. the average).

Jef Loos, Head of Procurement at Whitelane Research, said, "Tata Consultancy Services holds the top position in France for the fifth consecutive year, demonstrating the consistency of its commitment to its French clients. Maintaining such a high customer satisfaction rate year after year and in a rapidly evolving technological context shows the technical capabilities, flexibility, and customer centricity that TCS teams can do, whether in terms of digital transformation, application services, Cloud or workplace."

The study brings out important insights on the topics that IT managers will be prioritizing for the next two years. Almost 63% of the respondents plan to outsource more or at least maintain their current level of outsourcing. Respondents' main motivations remain cost reduction (56%), refocusing on core business (45%), improving the quality of service (40%) and better access to resources and talents (32%). The services that managers will focus on include finance, manufacturing industry of chemicals, consumer goods and pharmaceutical products and finally public services.

The study also takes stock of the priorities of French customers—their five main areas of investment are strengthening security, resilience and/or cyber defense, automation of business processes, cost reduction, migration of business applications to the cloud and development or acquisition of solutions & services to get the best from Big Data.

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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