



TCS/PR/SE-139/2022-23

January 23, 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 France Ranks #1 in Customer Satisfaction in Independent Survey”** 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 France Ranks #1 in Customer Satisfaction in Independent Survey

*Tata Consultancy Services Topped the Charts for Transformative Innovation, Business Understanding and Service Delivery Quality in Survey of French CXOs*

**PARIS | MUMBAI, January 23, 2023:** Tata Consultancy Services (TCS) (BSE: 532540, NSE: TCS) has been ranked number one in customer satisfaction in France for the fourth consecutive year, in an independent survey of CxOs of the country's top IT spending organizations.

The Whitelane Research 2022 IT Sourcing Study, conducted in cooperation with Timspirit, surveyed 165 business leaders, covering 480 IT contracts. TCS received an overall satisfaction score of 87% (+3% vs 2021), 16 percentage points higher than the industry average. TCS also ranked highest in 6 of the 8 performance indicators defined by Whitelane:

- Transformative innovation (80%, 13 percentage points higher than the average)
- Business understanding (90% 13 percentage points higher than the average)
- Service delivery quality (90%, 15 percentage points higher than the average)
- Sustainability (85%, 19 percentage points higher than the average)
- Account management quality (90%, 14 percentage points higher than the average)
- Price level (85%, 16 percentage points higher than the average)

*"We are truly delighted to be ranked number one for customer satisfaction once again by French CxOs. Our continuous investments in local talent development, research and innovation, and intellectual property have helped us meet the evolving business and technology needs of French enterprises and become their preferred partner for growth and transformation,"* said **Rammohan Gourneni, Country Head, TCS France**.

*"In a fast-changing business environment Tata Consultancy Services continues to hold the top position in our extensive Customer Satisfaction survey based on the rankings of business leaders in France for the 4<sup>th</sup> time in a row. TCS' consistency in reaching such a high customer satisfaction score demonstrates their constant focus on building lasting relationships with their customers and their innovation approach,"* said **Jef Loos, Head of Sourcing Research Europe, Whitelane Research**.

Present in France since 1992, TCS currently partners with over 80 leading French corporations in their growth and transformation journeys, including 18 of the CAC40. Over the past few years, TCS has made sustainable investments in France and opened three delivery centers in the country – Paris-Suresnes, Lille and Poitiers, offering customers local support and access to TCS' deep technology and domain expertise.

Whitelane Research is an independent organization which conducts extensive European IT sourcing studies, as well as hosts events across the continent. In addition to publishing its annual Europe-wide report, Whitelane Research also publishes individual country-specific reports throughout the year.

---

---

### 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

###