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**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 by European CXOs for the Tenth Consecutive 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**

**Tata Consultancy Services Limited**

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## A Decade at the Top: TCS Ranked #1 in Customer Satisfaction by European CXOs for the Tenth Consecutive Year

*Tata Consultancy Services Topped Independent Survey of 1,800 CXOs at Europe's Largest IT Spenders, Scoring the Most in Service Quality, Sustainability and Business Understanding*

**AMSTERDAM | MUMBAI, March 27, 2023:** [Tata Consultancy Services](#) (TCS) (BSE: 532540, NSE: TCS) has been ranked as the number one IT service provider for customer satisfaction in Europe in an independent survey of over 1,800 CXOs by [Whitelane Research](#). This is the tenth consecutive year that TCS has received the top ranking in this survey.

More than 4,500 IT sourcing relationships across continental Europe were assessed in the survey which ranks the top 23 IT service providers based on customer satisfaction. TCS topped the evaluation with a score of 83%, eight percentage points above the average of 75%.

The survey measured customer satisfaction by industry verticals. Based on feedback from customers, TCS secured the top position in financial services (86% vs industry average of 75%); manufacturing, chemicals, pharmaceuticals, and technology/ electronics (79% vs industry average of 74%); energy and utilities (83% vs industry average of 75%); and telecommunications (85% vs industry average of 76%).

The survey dug deeper into the various dimensions of each engagement, scoring service providers on key performance indicators. TCS scored the highest in service delivery quality (deadlines met, service quality, technical skills); sustainability (reduced environmental footprint and carbon emissions, improved green credentials); and business understanding (how well it understands each client's business model).

Lastly, the survey evaluated performance across key IT domains. TCS achieved the number one position in application development, maintenance, and testing (84%); data center, managed infrastructure, hosting (85%); and end-user services (84%). In each of these areas, TCS scored the highest by respondents on the likelihood of contract renewal.

*"We are pleased to be ranked number one in customer satisfaction in Europe for the tenth year in a row. This is a testament to our customer-centricity and the investments that we have been making in building newer capabilities and service offerings. By co-innovating with our clients and harnessing our collective contextual knowledge, we are collaboratively developing technology solutions that power their growth and transformation. We stay committed to building greater futures for our clients, colleagues and communities using technology,"* said **Saptha Chapalapalli, Head, TCS Europe**.

*"Zurich is on a transformation journey – an 'accelerated evolution' – with the aim of improving our digital capabilities, accelerating the development of new solutions and thus modernizing the IT landscape. We are creating a strong new foundation that will help us maintain our growth trajectory while focusing on customer experience. TCS has been our strategic partner in this transformation journey for several years due to their excellent delivery competence, strong customer orientation and deep technical expertise,"* said **Jens Becker, CIO, Zurich Group Germany**.

*"Putting the customer front and centre is a true promise at TCS. TCS just does it. Not once, not twice, but consistently across its European markets for 10 years in a row. A remarkable achievement, especially if you look at how the world changed, how the market changed and also how TCS changed and grew. Once customers choose for TCS they are likely to stay for many, many years. It is fair to say that customer obsession is heavily engrained on TCS' DNA. Congratulations!"*, commented **Jef Loos, Head Sourcing Europe, Whitelane Research**.

Each year, Whitelane’s IT sourcing report surveys over 1,800 CIOs from Europe’s largest IT spending organizations to understand their outsourcing plans and analyze their opinions on IT or cloud service providers. The success of TCS follows a succession of industry recognitions, such as TCS being [ranked the number one](#) ‘Top Employer’ in Europe by Top Employers Institute and named as the ‘second most valuable IT services brand in the world’ with a brand value up 2% to \$17.2 billion, according to Brand Finance.

For further information on this year’s Whitelane Research IT sourcing report, please visit: <https://whitelane.com/europe-2022/>

### About Whitelane Research

Since 2013, Whitelane Research has conducted annual IT sourcing studies across Europe. The study evaluates and ranks the leading IT and cloud service providers based on key performance indicators and by segment. Participation is based on complete confidentiality and only aggregated data is used to present the research findings. The European report includes rankings for general satisfaction by industry, contract size and country/region. Whitelane also produces industry reports for financial services and manufacturing.

### About Tata Consultancy Services

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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