



TCS/PR/SE-142/2022-23

January 30, 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 **“German CxOs Rank TCS #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

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Corporate identification No. (CIN): L22210MH1995PLC084781

German CxOs Rank TCS #1 in Customer Satisfaction in Independent Survey

Tata Consultancy Services Topped the Whitelane Research Survey with an Overall Satisfaction Score of 82% vs the Average of 74%; Ranked Highest for Business Understanding and Service Delivery Quality

FRANKFURT | MUMBAI, January 30, 2023: [Tata Consultancy Services](#) (TCS) (BSE: 532540, NSE: TCS) has been ranked number one for customer satisfaction in Germany, in an independent survey of CXOs from top IT spending organizations.

The survey by Whitelane Research and Navisco ranked 22 IT service providers based on responses from more than 180 CxOs and senior decision makers of German organizations. It investigated over 450 unique IT sourcing relationships to assess service providers on eight Key Performance Indicators (KPIs) along service delivery, relationship, commercial and transformation. It also measured satisfaction by IT domains.

TCS was ranked at the top position by its clients in Germany, with an overall satisfaction score of 82%, compared to the industry average of 74%. TCS was also placed highest for Business Understanding (82%) and Service Delivery Quality (82%).

*"We are thrilled to be ranked number one in customer satisfaction by our German clients and thank them for their continued trust and partnership," said **Bhuwan Agrawal, Head of Central Europe, TCS.** "TCS leverages the power of technology to build a better future for clients, enabling them to seize business opportunities and grow. Our customer-centric approach, deep contextual knowledge, and investments in local talent, sustainability and innovation, are key pillars of our strength."*

TCS currently partners with over 100 leading German corporations in their growth and transformation journeys, including 19 of the DAX40 and numerous large and mid-sized companies like Hager Group and Ledvance GmbH.

*"We would like to congratulate TCS on its top position in the customer satisfaction survey and endorse this positive assessment," said **Etienne Dock, SVP Digital & Information, Hager Group.** "TCS' teams have proven to be true professionals when it comes to designing organizational processes and other ongoing transformational projects at Hager Group. We are looking forward to further cooperation."*

*"I have already worked with many IT service providers, but none have convinced me like TCS. The team is highly flexible, very well-organized, masters even the trickiest challenges, and puts their heart and soul into their work," said **Christian Guehrs, Head of IT Infrastructure, Ledvance GmbH.***

*"By helping customers on their growth and transformation journeys TCS has built true and lasting relationships with its clients in Germany. Maintaining high satisfaction scores over many years, through tough economic circumstances and rapidly evolving customer needs, is a great achievement. TCS' dedicated teams should be congratulated for their outstanding performance," said **Jef Loos, Head of Sourcing, Whitelane Research.***

TCS has been present in Germany since 1991. Earlier this year, TCS was also recognized as a top employer in Germany by the Top Employers Institute.

Since 2013 Whitelane Research has conducted annual IT sourcing studies across Europe. The studies evaluate and rank the main IT and cloud service providers based on a set of key performance indicators and by segment. The study is considered one of the most representative reports in the outsourcing market.

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 616,000 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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