



TCS/PR/File-BSE& NSE/2012-13/66

March 26, 2013

National Stock Exchange of India Limited
Exchange Plaza
Bandra-Kurla Complex
Mumbai
Fax. No. 2659 8237 / 38
Kind Attn.: Manager, Listing Department

BSE Limited
P. J. Towers
Dalal Street
Mumbai
Fax. No. 2272 2037 / 2272 3121
Kind Attn.: General Manager,
Department of Corporate Services

Scrip Code No. 532540 (BSE)

Dear Sirs,

We are sending herewith copy of a Press Release titled **"Southern Water partners with Tata Consultancy Services to Transform Customer Service and Revenue Management"** which will be disseminated shortly.

The Press Release is self-explanatory.

Thanking you,

Yours faithfully,
For **TATA CONSULTANCY SERVICES LIMITED**

Suprakash Mukhopadhyay
Vice President and Company Secretary

Encl: as above

TATA CONSULTANCY SERVICES

Tata Consultancy Services Limited

11th Floor, Air India Building, Nariman Point, Mumbai 400 021, India

Tel: 91 22 6778 9393 Fax: 91 22 6778 9344 e-mail: corporate.offices@tcs.com website: www.tcs.com

Registered Office: 9th Floor, Nirmal Building, Nariman Point, Mumbai 400 021

For immediate use **PRESS RELEASE**

Southern Water partners with Tata Consultancy Services to Transform Customer Service and Revenue Management

Customer-Centric Programme will Reduce Operating Costs and Streamline Billing Process

London, March 26, 2013: Tata Consultancy Services (BSE: 532540, NSE: TCS), a leading IT services, consulting and business solutions firm, today announced that it has been selected by Southern Water to implement a customer services and revenue transformation programme. The programme will combine front and back-end technology deployments with internal process redevelopment. Southern Water will benefit from enhanced customer service capabilities, improved cash collection and debt management, and will see a reduction in operating expenditure.

Darren Bentham, Chief Customer Officer, Southern Water, commented: "At Southern Water, It's our constant endeavor to improve our customer interactions and deliver a more efficient service. The transformational programme TCS is delivering will support two of our major goals – increase a customer's ability to find a solution through self-service channels, and empower our teams to deliver flawless service with first time resolution.

"Southern Water supplies water across some 4,450 sq. km, and TCS has provided us with a roadmap for more flexible and efficient service delivery within this extensive area. Our customers will benefit from a highly consistent experience over web, mobile and interactive voice response channels. They will also find our customer service teams to be some of the best-informed and proactive in the industry."

A.S. Lakshminarayanan, President - Business Group (Telecom, HiTech, Media&IS, Utilities), TCS said: "It's incredibly hard for today's businesses to meet demands for enhanced customer services, or more sophisticated data management, while reducing the total cost of ownership for their infrastructure. The CRM system we're deploying for Southern Water will help in the drive to provide industry-leading customer services, while data governance and analysis tools deliver better intelligence back into the business. With an increase in operational efficiency and an updated billing system, we will enable Southern Water to improve their revenue management. Ultimately they'll be better positioned to meet the needs of their customers.

Stuart Ravens, Principal Analyst, Energy & Utilities Sector, Ovum "Southern Water is embarking on a programme to upgrade its Customer Service and Revenue business systems and to enable new business processes. The project is driven by some mission critical business outcomes: to improve customer experience and operational efficiency. To win this contract TCS had to demonstrate deep domain experience and an understanding of Southern Water's business processes. The deal is further evidence of TCS' ability to win large and complex transformational programs in the utilities industry."

For immediate use **PRESS RELEASE**

About Tata Consultancy Services Ltd (TCS)

Tata Consultancy Services is an IT services, consulting and business solutions organization that delivers real results to global business, ensuring a level of certainty no other firm can match. TCS offers a consulting-led, integrated portfolio of IT, BPO, infrastructure, engineering and assurance services. This is delivered through its unique Global Network Delivery Model™, recognised as the benchmark of excellence in software development. A part of the Tata group, India's largest industrial conglomerate, TCS has over 263,000 of the world's best-trained consultants in 44 countries. The company generated consolidated revenues of US \$10.17 billion for year ended March 31, 2012 and is listed on the National Stock Exchange and Bombay Stock Exchange in India. For more information, visit us at www.tcs.com.

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Media Contacts:

Global	pradipta.bagchi@tcs.com	+91 22 67789999
Europe & UK	abhinav.kumar@tcs.com ashish.babu@tcs.com	+32 22821927 +44 078 418 92227
India	h.ramachandra@tcs.com shamala.p@tcs.com	+9122 67789078 + 91 22 6778 9081
USA/Canada:	m.mccabe@tcs.com	+1 646 313 4594
Asia Pacific	sean.davidson@tcs.com	+65 9139 3668