



TCS/PR/SE-17/2013-14

August 1, 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 **"TCS ranked #1 for customer satisfaction in the UK"** 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

12th Floor, Air India Building, Nariman Point, Mumbai 400 011, India

tel: 91 22 6778 1171 Fax: 91 22 6778 9111 e-mail: corporate@tcs.com web: www.tcs.com

Registered Office: 9th Floor, Nipal Building, Nariman Point, Mumbai 400 011

For immediate use **PRESS RELEASE**

TCS ranked #1 for customer satisfaction in the UK

- *Rated ahead of 23 leading IT services firms in major survey of 200 of the UK's top companies by IT spend*
- *Recognized for transformational success, proactivity and relationship improvement*

London/Mumbai, August 1, 2013: Tata Consultancy Services (BSE: 532540, NSE: TCS), a leading IT services, consulting and business solutions organisation, has been ranked number one for customer satisfaction in a major survey conducted by Whitelane Research in the UK.

The research, which surveyed more than 200 of the UK's top IT spending organisations, evaluated over 700 IT contracts with TCS and 23 other leading service providers, to determine performance and levels of satisfaction. TCS topped the survey in terms of overall satisfaction level, setting the bar at a record high of 78%, versus an industry average of 67% and low of 59%. Whitelane Research cited transformational success, proactivity and relationship improvement as key areas of success for TCS, with the company ranked in first place for each of these key performance indicators (KPIs). TCS' customers reported above average satisfaction levels across all ten KPI measurements.

Shankar Narayanan, Country Head, UK & Ireland at TCS, said: "At TCS, we pride ourselves in delivering a service that is highly tailored to the needs of our customers. It is great to see that this flexible and relationship based approach is resonating with our customers in the UK. Being ranked first in the industry is particularly encouraging as we have taken on several highly complex transformation projects in the UK in recent years and significantly expanded our operations. Keeping the highest level of client satisfaction while growing at fast pace is always a challenging task in any industry and I am delighted that we have been able to more than meet the mark."

Jef Loos, Head Sourcing Europe at Whitelane Research, said: "TCS has proved itself to be a leading company in the IT sector. Customer feedback is one of the most effective measures of a company's performance and TCS performed excellently against the rest of the industry, with the majority of TCS customers stating they were very satisfied or satisfied. Its number one placing in the proactivity and transformational success rankings demonstrates TCS is a company that will deliver and continue to deliver the IT services its customers require."

Whitelane Research is an independent organisation dedicated to sourcing analysis. The survey ranked 24 IT service providers based on the opinion of their customers. The results of the research are broken down into two parts; general satisfaction and IT domain rankings. The study is conducted in 13 European countries and a pan-European report is published at the end of the year. The research provides a comprehensive overview of the IT landscape, main sourcing trends, positioning of the main service providers based on different key performance indicators (KPIs), cloud computing trends and governance and IT procurement trends.

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About TCS UK

Tata Consultancy Services (TCS) was established in the UK in 1975. It has an over 9000 employees based in UK & Ireland serving over 200 customers, including 24 FTSE 100 companies. The TCS facility in Peterborough is the FCA-regulated subsidiary, Diligenta, one of the UK's largest pension policy administrators. Recently it announced the expansion of its state of the art delivery centre in Liverpool to service public sector clients in the UK.

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™, recognized as the benchmark of excellence in software development. A part of the Tata group, India's largest industrial conglomerate, TCS has over 277,000 of the world's best-trained consultants in 44 countries. The company generated consolidated revenues of US \$11.6 billion for year ended March 31, 2013 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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TCS Media Contacts:

Global:

Email: pradipta.bagchi@tcs.com

Phone: +91 22 6778 9999

Europe:

Email: abhinav.kumar@tcs.com

Phone: +32 2282 1927

UK:

Email: ashish.babu@tcs.com

Phone: + 44 207 245 1800

India:

Email: h.ramachandra@tcs.com | shamala.p@tcs.com

Phone: +91 22 6778 9078 | +91 22 6778 9081

USA / Canada:

Email: m.mccabe@tcs.com

Phone: +1 646 313 4594

Asia Pacific:

Email: sean.davidson@tcs.com

Phone: +65 9139 3668