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March 30, 2017

National Stock Exchange of India Limited
Exchange Plaza,
Bandra Kurla Complex
Mumbai
Kind Attn: Manager, Listing Department

BSE Limited
P.J. Towers
Dalal Street
Mumbai
Kind Attn: General Manager,
Department of Corporate Services
Scrip Code No. 532540 (BSE)

Dear Sirs,

We are sending herewith copy of the Press Release titled **"TCS and SATS Collaborate to Develop World-first Smart Watch Solution for Airport Technical Ramp Operations"** which will be disseminated shortly.

The Press release is self-explanatory.

Thanking you,

Yours faithfully,
For **Tata Consultancy Services Limited**

Suprakash Mukhopadhyay
Senior Vice President and Company Secretary

TATA CONSULTANCY SERVICES

Tata Consultancy Services Limited

Maker Towers 'E' Block 11th Floor Cuffe Parade Colaba Mumbai 400 005 India

Tel: 91 22 6778 9191 Fax: 91 22 6639 1836 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

For immediate use **PRESS RELEASE**

TCS and SATS Collaborate to Develop World-first Smart Watch Solution for Airport Technical Ramp Operations

Internet of Things mobile solution digitally enhances user experience for Technical Ramp personnel at Asia's leading provider of gateway services and food solutions

SINGAPORE | MUMBAI, March 30, 2017: Tata Consultancy Services (TCS), (BSE: 532540, NSE: TCS) a leading global IT services, consulting and business solutions organisation, has collaborated with SATS Ltd. (SATS), Asia's leading provider of airport ground handling and food solutions services, to develop a smart watch solution that is believed to be the world's first mobile solution for airport Technical Ramp operations. The Technical Ramp Smart Watch solution is now supporting SATS' operations at Singapore's Changi Airport, a leading global hub of travel, technology adoption and efficiency.

The Technical Ramp Smart Watch solution was designed to increase operational efficiency by streamlining on-ground processes and enhancing communication, productivity, and safety, through technology. It assists SATS by providing Tech Ramp workers with real-time job and task notifications on-the-go, and ensuring staff are kept updated remotely, while reducing reliance on older technology like walkie-talkies.

"In an industry that is becoming ever more competitive, constant innovation and productivity gains are essential," said Alex Hungate, SATS President and Chief Executive Officer. "In deploying smart watches and leveraging the Internet of Things, we not only drive greater efficiency but also reimagine the role of the Tech Ramp Technician."

Prior to the implementation of the solution, SATS Tech Ramp Agents would need to physically visit the control center to check rosters and receive updates regarding ad-hoc changes. Communication around operational changes was also conducted manually, either by reprinting updates or via walkie-talkies which, given the noise pollution at airports, can be difficult.

"Digitization and mobility are creating exciting new opportunities and solutions that are transforming user experience, streamlining operations, and creating new efficiencies in airport services," said Girish Ramachandran, President, TCS Asia Pacific. "TCS is pleased to have worked with SATS, a key industry partner, to create a mobile solution that has brought immediate results to their operations, and which has also further proven our leadership and capabilities in delivering industry-leading IT services and solutions to the airline, travel and logistics sectors".

TCS was chosen by SATS to help modernise how its Tech Ramp Department tracks tasks and monitors activities, with a focus on ensuring flights arrive and depart on time. The smart watch solution was a product of the collaboration between TCS and SATS to reimagine manual processes for Tech Ramp Agents by leveraging on the latest technology available. TCS also worked with SATS to build a next-gen IT solution for the revamped state-of-the-art Tech Ramp Control Centre.

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With real-time GPS to monitor movement of Tech Ramp Agents from a central location via their smart watches, the latest information, such as updated schedules and instructions are now pushed easily and instantaneously out across all devices from the Tech Ramp Control Centre, without having to rely on a walkie-talkie relay or on reprinted updates.

Apart from increasing the productivity of Tech Ramp Agents, the smart watch-enabled solution is an opportunity for SATS to closely track and monitor performance across the board. By capturing the start and completion time of each task, SATS can analyse the data to glean key performance insights to inform the meticulous planning needed to ensure flights land and get airborne safely and on time.



Sample Screenshots of Smart Control Centre & Smart Watch Solution

Key elements of the solution are:

- **Real time job/task notifications to ramp agents** – Improving operational efficiency by saving the ramp agents time to visit control centre each time to know their roster/updates.
- **Precision Tracking** – Control centre application with real-time GPS plot to monitor movement of ramp agents.
- **Notifications** – Relaying of ad-hoc messages/instructions from control centre to ramp agents with less dependency on walkie-talkie
- **Info capture for Analytics** – Recording of reporting time at bay, start & completion of jobs for ramp agent's performance insights.

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](#), [BPS](#), [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 378,000 of the world's best-trained consultants in 45 countries. The company generated consolidated revenues of US \$16.5 billion for year ended March 31, 2016 and is listed on the BSE Limited and National Stock Exchange of India Limited. For more information, visit us at www.tcs.com. For TCS global news, follow [@TCS News](#).

About SATS

SATS is Asia's leading provider of Gateway Services and Food Solutions. Our comprehensive Gateway Services encompass airfreight handling, passenger services, ramp handling, baggage handling, aviation security services, aircraft interior and exterior cleaning as well as cruise centre management. Our Food Solutions include airline catering, institutional and remote catering, aviation laundry as well as food distribution and logistics. SATS is present in 47 airports, 53 cities and 14 countries across Asia and the Middle East. SATS has been listed on the Singapore Exchange since May 2000. For more information, please visit www.sats.com.sg.

TCS Media contacts:

Global:	Email: pradipta.bagchi@tcs.com Phone: +91 22 6778 9999
Europe:	Email: ashish.babu@tcs.com Phone: +31611531246
UK:	Email: peter.devery@tcs.com Phone: +44 7764 835 773
India:	Email: h.ramachandra@tcs.com shamala.p@tcs.com Phone: +91 22 6778 9078 +91 22 6778 9081
USA / Canada:	Email: b.trounson@tcs.com Phone: +1 646 313 4594
Asia Pacific:	Email: sean.davidson@tcs.com Phone: +65 9139 3668
Australia and New Zealand	Email: darren.rudd@tcs.com Phone: +61 488 403 013
Latin America	Email: martin.karich@tcs.com Phone: +569 6170 9013
Nordics	Email: mattias.afgeijerstam@tcs.com Phone : +46723989188
Japan	Email: douglas.foote@tcs.com Phone: +81 80-2115-0989

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