

Belux Ranks TCS #1 in CUSTOMER SATISFACTION for FOURTH YEAR in a row

TATA
CONSULTANCY
SERVICES

#1 IN CUSTOMER SATISFACTION
2020 BELUX
Whitelane Research

European IT customer satisfaction survey by whitelane research



TCS' RANKS #1 IN GENERAL SATISFACTION IN BELGIUM & LUXEMBOURG*



Satisfaction by IT Domain

1. APPLICATION DEVELOPMENT
MAINTENANCE AND TESTING



"For the fourth time in a row, customers in Belgium and Luxembourg are most satisfied with TCS. TCS keeps delivering consistent delivery quality which is largely due to the significant investments they make in the learning development of their employees."

JEF LOOS, HEAD SOURCING EUROPE AT WHITELANE RESEARCH

* BASED ON STUDIES CONDUCTED BY WHITELANE RESEARCH, PA CONSULTING, QUINT WELINGTON REDWOOD, NAVISCO AND VLERICK BUSINESS SCHOOL IN 2019

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Whitelane Research: Tata Consultancy Services raises the bar in customer satisfaction in Belgium and Luxembourg

TCS tops the ranks in customer satisfaction for the fourth consecutive year

BRUSSELS | 21 February 2020 - Tata Consultancy Services (TCS) (BSE: 532540, NSE: TCS), a leading global IT services, consulting, and business

solutions organization announced today that, for the fourth year in a row, customers named TCS as number one in Whitelane's 2020 IT Sourcing Study on customer satisfaction in Belgium and Luxembourg. With a record satisfaction rate of 84%, TCS raises the bar for customer satisfaction in Belgium and Luxembourg. In addition to general satisfaction, TCS also came out first in the IT Domain category 'application development, maintenance and testing'.

Jef Loos, Head Sourcing Europe at Whitelane Research: *"For the fourth time in a row, customers in Belgium and Luxembourg are most satisfied with TCS. TCS keeps delivering consistent quality which is largely due to the significant investments they make in the learning development of their employees."*

Nico Cools, CIO & Chief Digital Officer, bpost NV: *"The postal industry is profoundly transforming, resulting in challenges spanning from logistics to profitability. At the same time in order to stay competitive customer experience is more important than ever. TCS' industry knowledge not only in logistics but certainly outside logistics, proved to be of great value in the mapping and optimizing our customer journeys. By using next generation technology, TCS helped us enhance our customer experience, making it smoother and more efficient, enabling us to further invest in our transformation journey - towards an E-commerce logistics organization that is fit for the future. Driving this kind of transformation, with such a complex and highly visible organization, is quite amazing. Well deserved!"*

Jipson Mathew, Country Head TCS Belgium: *"We greatly appreciate this recognition from our customers. It confirms our commitment to be a reliable partner in times when companies go through digital transformations. This #1 ranking in general satisfaction and application development shows our business model is working for our customers as well as that our continuous investment in talent development and reskilling employees is paying off."*

The annual Whitelane IT Sourcing Study, conducted by Whitelane Research amongst more than 210 top companies from Belgium and Luxembourg, asked CxOs to rate their satisfaction of 37 IT and cloud service providers on 9 factors: service delivery quality, cloud capability, account management quality, pro-activity, price level, contractual flexibility, transformation quality, innovation and business understanding.

Overall, clients gave TCS a record score of 84% on general customer satisfaction. In addition, TCS scored more than 5% higher than the industry average on 8 of the 9 factors assessed. On service delivery and contractual flexibility, TCS ranked first. In the IT Domain category 'application development, maintenance and testing' TCS holds the top position with a satisfaction score of 83%, just like the previous year, well above the industry average score of 75%.

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 the last fifty 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 450,000 of the world's best-trained consultants in 46 countries. The company generated consolidated revenues of US \$20.9 billion in the fiscal year ended March 31, 2019, 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 Dow Jones Sustainability Index (DJSI), MSCI Global Sustainability Index and the FTSE4Good Emerging Index. For more information, visit us at www.tcs.com.