

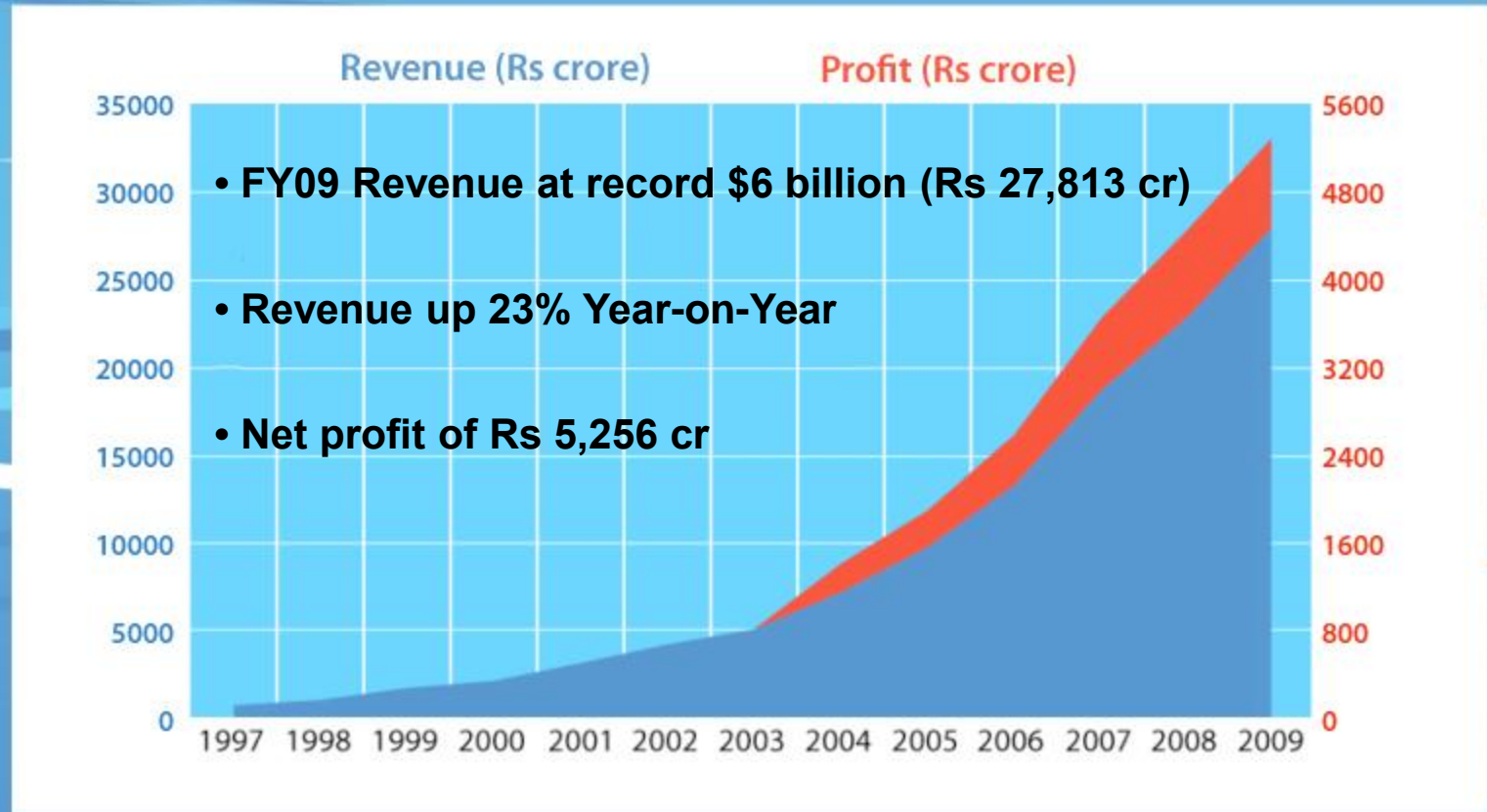
Tata Consultancy Services

AGM Presentation

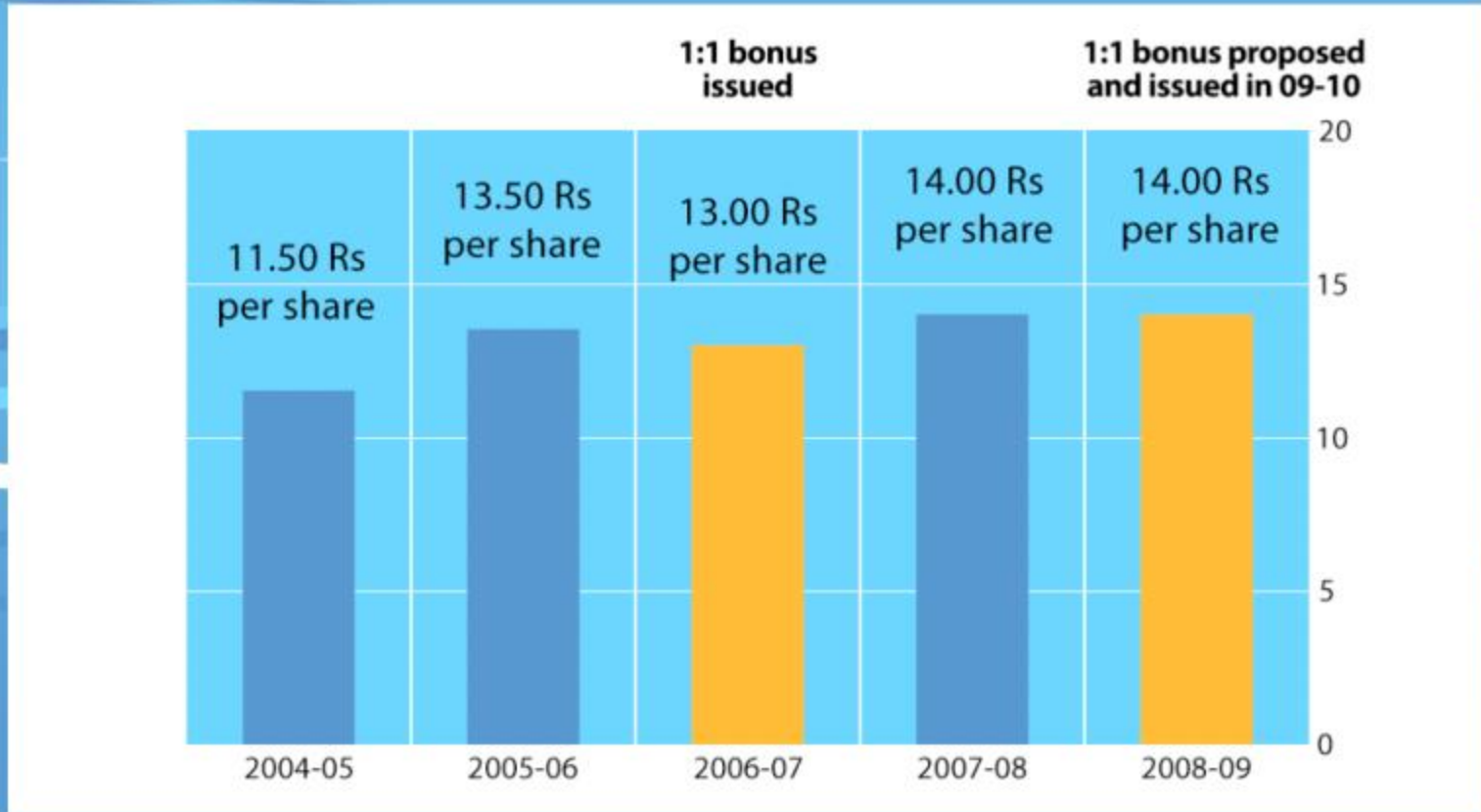
30th June 2009

Experience certainty. IT Services
Business Solutions
Outsourcing

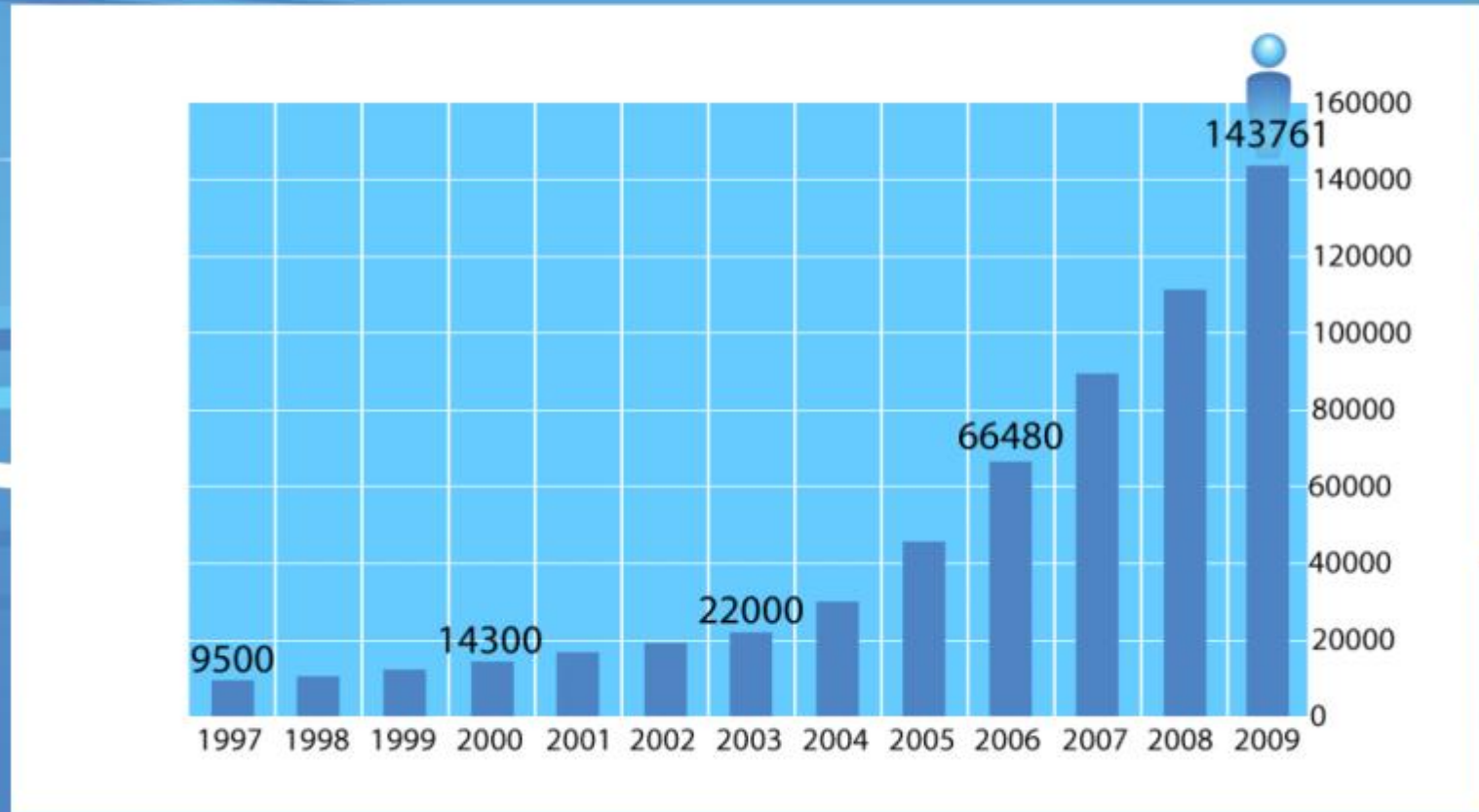
Revenue and Profits



Final Recommended Dividend



Number of Associates



Performance Highlights



Key Client Focus

- **>\$50 million - 24 clients**, up from 19 in FY08
- **>\$1million - 405 client**, 47 new over FY08

Full Services

- **Moving up the value chain:**
IT Outsourcing → Full Services → Business Services

GNDM™

- **Uniform Delivery Process across Global Delivery Centers**

Experience Certainty

- **Fact-centric theme, registering in customers' minds**

Non-Linear Business Model

- **pBPO added 5 new clients in FY09**
- **SMB added 25 new customers in ITaaS model**

Performance Highlights: Fueling Future Growth



Clients moving to higher revenue bands

Clients	FY07	FY08	FY09	YoY
\$ 1mn+	297	358	405	+47
\$ 5mn+	119	143	172	+19
\$ 10mn+	75	100	111	+11
\$ 20mn+	39	56	62	+6
\$ 50mn+	14	19	24	+5
\$ 100mn+	3	7	7	-

28 large deals

Banking	2	Utilities	3
Insurance	2	Pharma	3
Telecom	2	Media	2
Retail	4	Travel	1
Mfg.	2	Govt.	3
Hi-Tech	4		

Performance Highlights: Growth across Geographies



Double digit business growth across all geographies in a tough environment...

(Rs. Cr.)	FY08	FY 09	Overall Growth (%)
Americas	11,271	14,169	25.70%
UK	4,479	5,160	15.20%
Europe	2,084	2,892	38.80%
Rest of the World	4,784	5,592	16.89%
TOTAL	22,618	27,813	23.0%

Performance Highlights: Global Position



- Across industry segments, we are moving fast into the global league –
Forbes Global 2000 → Overall Rank 834

Rank in terms of

Revenue	1181
Profits	442
Market value	498

- **Among global IT services players – we are already in Top 10**

Rank in terms of

Revenue	8
Profits	6
Market value	6
Employees	4



2000 – 2004
Early Stages

- Three generations of CSR
 - Stake holders initiatives – Academic Interface programs, Research Associations
 - Use of core competence - Adult Literacy, Computer Donations, Childline
- Launch of Maitree for employee engagement, driving volunteerism

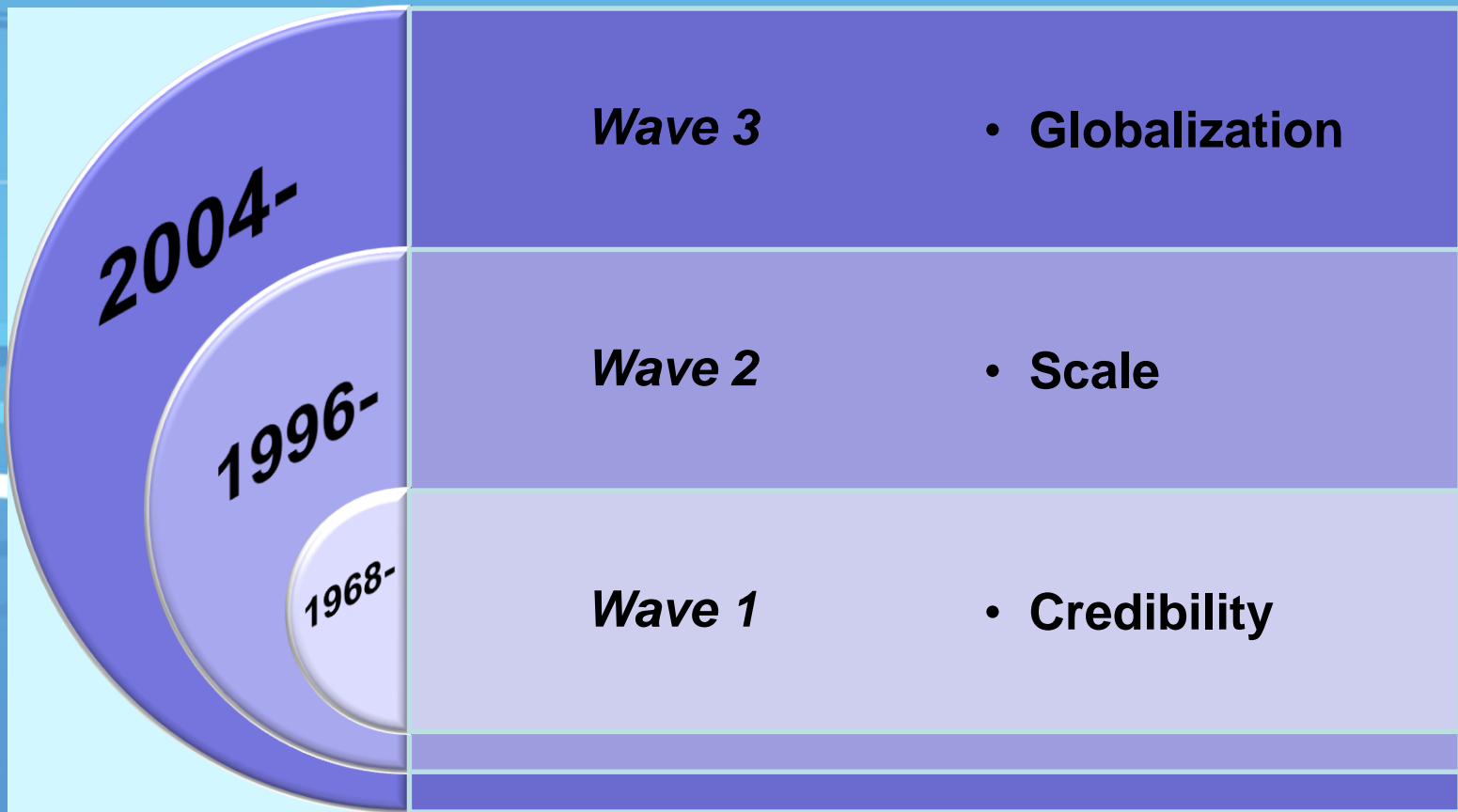
2005 – 2007
Consolidation

- Principal focus on
 - Health
 - Education
 - Environment
 - Using core competence in IT

2008 – Till
date
Scale

- Scaling up on volunteering as well as scope of work
 - Village Adoption
 - IT Leverage – Mkrishi, Training for Visually impaired
 - Commitment to Affirmative Action at Group level
 - Environment – GeoVun decision support system, Green IT
 - Fund Raising and Volunteering in US, UK, China

Over 4 decades of Pioneering



Wave 1 : Credibility



- Burroughs' exclusive mainframe distributor
- Business expansion in the USA and UK
- Academic partnerships – Nurturing India's IT talent
- Set up India's first IT R&D division – TRDDC at Pune

Establishing India as a premier IT services destination for global corporations



Wave 2: Scale



- Y2K opportunity – Factory approach
- Restructuring into a domain-led organisation
- End-to-end Solution for Swiss Securities Corporation in 1989 – later followed by NSE, NSDL
- Acquisition of CMC in 2001
- Established Development Centers in India and overseas
- TCS became world's first firm to achieve CMMI level 5 in 2004

TCS becomes India's 1st Billion Dollar IT services company



Wave 3 : Globalization



- India's largest ever IPO - the undoubted leader of the Indian software industry
- Investments in Latin America, China and Eastern Europe
- Inorganic growth - FNS in 2005, Comicro in 2006, TCS eServe in 2008
- TCS GNDM™, combined with full services offerings, created the promise of certainty for customers.
- Domestic focus – MCA, NREGS and ePassport
- Experience Certainty campaign

Achievement of our Vision –Top 10 by 2010



The Road Ahead



- Growth with profitability focus
- Enhance people productivity through training, innovation and R&D
- Develop next generation systems and business models to support growth and the next generation of leaders
- Leverage Global Network Delivery Model & Full Services
- Capitalize on new business opportunities
- Promote brand TCS amongst all stakeholders

Leverage strong platform for the future

