

Tata Consultancy Services

Tata Consultancy Services (TCS) is an Indian multinational technology company specializing in information technology services and consulting. Headquartered in Mumbai, it is a part of the Tata Group and operates in 150 locations across 46 countries. It is the second-largest Indian company by market capitalization.

As of 2024, TCS is ranked seventh on the Fortune India 500 list. In September 2021, TCS recorded a market capitalization of US\$200 billion, making it the first Indian IT company to achieve this valuation. In 2012, it was the world's second-largest user of U.S. H-1B visas.

In 2024, parent company Tata Sons owned 71.74% of TCS, and close to 80% of Tata Sons' dividend income came from TCS.

== History ==

=== 1968?2005 ===

Tata Consultancy Services Limited, originally known as Tata Computer Systems, was established in 1968 by Tata Sons Limited. The company's initial contracts involved providing punched card services to its sister company TISCO (now Tata Steel), developing an Inter-Branch Reconciliation System for the Central Bank of India, and offering bureau services to the Unit Trust of India.

In 1975, TCS implemented an electronic depository and trading system named SECOM for Swiss company SIS SegalInterSettle. It also developed System X for the Canadian Depository System and automated the Johannesburg Stock Exchange. TCS also partnered with the Swiss firm TKS Teknosoft, which it later acquired.

In 1980, TCS established India's first dedicated software research and development center, the Tata

Research Development and Design Centre (TRDDC), located in Pune. The following year, in 1981, it created India's first client-dedicated offshore development centre, established for Tandem.

Anticipating the Y2K bug and the introduction of the unified European currency (Euro), Tata Consultancy Services developed a factory model for Y2K conversion. The company also created software tools to automate the conversion process and facilitate implementation by third-party developers and clients. In late 1999, TCS introduced Decision Support System (DSS) solutions to the domestic market under the leadership of Corporate Vice President and Transformation Head Subbu Iyer. In 1999, the company also registered its first tagline, "Beyond the Obvious."

=== 2005 to 2016 ===

On 25 August 2004, TCS became a publicly listed company.

In 2005, TCS became the first India-based IT services company to enter the bioinformatics market, and in the same year, it changed its tagline from "Beyond the Obvious" to "Experience Certainty". In 2006, TCS developed an ERP system for the Indian Railway Catering and Tourism Corporation. By 2008, its e-business operations were generating over US\$500 million in annual revenue.

In 2011, TCS entered the small and medium enterprises market with cloud-based solutions. On the final trading day of 2011, it surpassed RIL to achieve the highest market capitalization of any India-based company. In the 2011-12 fiscal year, TCS achieved annual revenues exceeding US\$10 billion for the first time.

In May 2013, TCS was awarded a six-year contract valued at over ₹11 billion (US\$130 million) to provide services to the Indian Department of Posts. In 2013, the company moved from 13th to 10th place in the League of top 10 global IT services companies. In July 2014, it became the first Indian company to exceed ₹5 trillion (equivalent to ₹8.0 trillion or US\$96 billion in 2023) in market capitalization.

In January 2015, TCS ended Reliance Industries Limited's 23-year dominance as India's most

profitable company.

=== 2017 to Present ===

In January 2017, TCS announced a partnership with Aurus, a payments technology company, to deliver payment solutions for retailers through TCS OmniStore, a pioneering unified store commerce platform. The same year, TCS China entered into a joint venture with the Chinese government.

In March 2018, Tata Sons sold TCS shares worth \$1.25 billion in a bulk transaction.

In 2019, TCS received four Stevies at the American Business Awards.

On 8 October 2020, TCS surpassed Accenture in market capitalization, becoming the world's most valuable IT company with a market cap of \$144.73 billion. On 25 January 2021, TCS briefly reclaimed the title of the world's most valuable IT company from Accenture with a market cap of \$170 billion. On the same day, TCS also became India's most valuable company, surpassing Reliance Industries with a market capitalization of ₹12.55 trillion (equivalent to ₹14 trillion or US\$170 billion in 2023). In 2021, Tata Consultancy Services was also one of the largest job providers in India, hiring 43,000 new employees in the first half of FY22. In October 2021, N. Ganapathy Subramaniam, the COO of TCS, announced that its platforms and products business is valued at approximately \$3 billion. This business includes TCS's SaaS-based platforms, and Subramaniam noted that 95% of the deals won by TCS between October 2020 and October 2021 were for its cloud and SaaS platforms. Additionally, in 2021, TCS underwent a millennial rebranding. Under the guidance of Rajashree R., TCS Chief Marketing Officer (CMO), the company updated its tagline from "Experience Certainty" to "Building on Belief".

In May 2021, TCS, in collaboration with its consortium partner Neurotechnology, was selected by the Unique Identification Authority of India (UIDAI) to provide biometric technology for the Aadhaar digital ID program. The Aadhaar program, which has a database of over 1.3 billion citizens, has been described by World Bank Chief Economist Paul Romer as the "most sophisticated ID program

in the world."

In October 2021, TCS's platform and product business, which includes SaaS-based platforms, was valued at approximately \$3 billion according to N. Ganapathy Subramaniam, TCS's COO. He also noted that 95% of the deals won by TCS between October 2020 and October 2021 were for its cloud and SaaS platforms.

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== Acquisitions ==

== Operations ==

As of September 2023, TCS had a total of 51 subsidiary companies and operated in 55 countries.

== Locations ==

Tata Consultancy Services (TCS) operates from a broad network of locations worldwide. As of 2024, the company has a presence in over 50 countries and operates more than 500 offices globally. In India, TCS has multiple delivery centers in major cities, including Mumbai, Bangalore, Chennai, and

Hyderabad. Internationally, it has significant operations in key markets such as the United States, United Kingdom, Canada, Australia, and Singapore. This extensive geographical footprint allows TCS to effectively serve a diverse client base and utilize global talent.

=== TCS BPS ===

TCS BPS (Business Process Services) is the third-largest India-based IT outsourcing company (after Capgemini). The BPS division had revenues of US\$1.44 billion in FY 2012?13, which was 12.5% of the total revenue of TCS. TCS BPS has more than 45,000 employees who serve over 225 million customers across 11 countries. The rate of attrition in the BPS division during the financial year 2012?13 was 19.5%. The firm has also opened a business process outsourcing facility in the Philippines.

=== Life Sciences and Healthcare ===

Since 2006 TCS signed multi million contracts from american biopharma giants Pfizer, Eli Lilly etc for providing clinical research-data management, biostatistics, and medical writing services. TCS also provides services to european biopharma giants such as Roche, Novartis etc in the areas of clinical data management, biostatistics, clinical programming, pharmacovigilance, and RWE support towards global drug development efforts.

=== Tata Research Development and Design Centre ===

TCS established India's first software research centre, the Tata Research Development and Design Centre, in Pune, in 1981. TRDDC undertakes research in software engineering, process engineering, bioinformatics, and systems research. Researchers at TRDDC also developed

MasterCraft (now a suite of digitization and optimization tools), a Model-driven Development software that can automatically create codes based on a model of a software, and rewrite the codes based on the users' needs. The research at TRDDC has also resulted in the development of Sujal, a low-cost water purifier, that can be manufactured using locally available resources. TCS deployed thousands of these filters in the Indian Ocean tsunami disaster of 2004 as part of its relief activities. This product has been marketed in India as Tata Swach, a low-cost water purifier.

=== Innovation labs ===

In 2007, TCS launched its co-innovation network, a network of innovation labs, start-up alliances, university research departments, and venture capitalists. In addition, TCS has 19 innovation labs based in three countries. TCS' partners include Collabnet and Cassatt, and academic institutions such as IITs, Stanford, MIT, and Carnegie Mellon, and venture capitalists like Sequoia and Kleiner Perkins.

== Employees ==

Tata Consultancy Services (TCS) is one of the largest private-sector employers in India, and ranks as the fourth-largest employer among listed Indian companies, following Indian Railways, Indian Army, and India Post. As of 8 July 2022, TCS had over 600,000 employees. As of 31 March 2013, the number of non-Indian nationals employed by