

# #1 FOR CUSTOMER SATISFACTION IN THE NORDICS 2016 TATA CONSULTANCY SERVICES

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DATA CENTER & APPLICATION HOSTING



ABOVE AVERAGE



ABOVE RUNNER UP



HIGHEST % VERY SATISFIED



HIGHEST % LIKELY TO RENEW



END USER SERVICES (WORKPLACE, HELPDESK)



ABOVE AVERAGE



ABOVE RUNNER UP



HIGHEST % VERY SATISFIED



APPLICATION DEVELOPMENT, MAINTENANCE & TESTING



ABOVE AVERAGE



ABOVE RUNNER UP



100% LIKELY TO RENEW CONTRACT



81% TOP SATISFACTION RATING



9% ABOVE AVERAGE

## IT ALL ADDS UP

Whitelane Research

