Ref: MT/STAT/CS/2021-22/046   **June 16, 2021**

To
BSE Limited
Phiroze Jeejeebhoy Towers,
Dalal Street,
Mumbai 400 001.

To
National Stock Exchange of India Limited
Exchange Plaza,
Bandra Kurla Complex, Bandra East,
Mumbai 400 051.

Stock Code/Symbol: 532819/MINDTREE

Dear Sirs,

Subject: Press Release - Mindtree Among the UK's Top Companies in Customer Satisfaction According to the 2021 IT Sourcing Study

This is to inform you that, the Company proposes to make a press release on the following topic:

"Mindtree Among the UK's Top Companies in Customer Satisfaction According to the 2021 IT Sourcing Study"

A copy of the press release to be distributed to the media is enclosed herewith.

This is for your information and records.

Thanking you.

Yours sincerely,
for **Mindtree Limited**

Subhodh Shetty
Company Secretary
Membership No. A13722

Encl: as above

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Mindtree

A Larsen & Toubro Group Company

Mindtree Among the UK's Top Companies in Customer Satisfaction According to the 2021 IT Sourcing Study

Warren (NJ) and Bangalore (India) – June 16, 2021 - Mindtree, a global technology services and digital transformation company, today announced that it has ranked second for client satisfaction in the 2021 UK IT Sourcing Study, conducted by Whitelane Research in collaboration with PA Consulting. The company's overall satisfaction score of 80% was well above the industry average of 72%.

This year's ranking of 34 of the UK's top IT/cloud service providers was based on an evaluation of more than 600 unique IT sourcing relationships and 800 cloud relationships by more than 250 participants of the top IT spending organizations in the UK.

All Mindtree customers surveyed for the study said they were satisfied with the company. The company ranked among the top five in four of the nine key performance indicators evaluated in the study. These include service delivery quality, cloud capabilities, account management quality, and proactivity. Mindtree was also one of only five companies with solely satisfied customers for its application development, maintenance, and testing capabilities.

Venu Lambu, Executive Director and President of Global Markets at Mindtree, said, "As organizations in the UK navigated a challenging year in their digital transformation journeys, we remained firmly focused on leveraging our differentiated capabilities to help them stay ahead by continually engaging with our customers and delivering value. This ranking underscores our customer focus and commitment. I want to thank our customers for their trust in us, and Mindtree Minds for their dedication in exceeding customer expectations."

Jef Loos, Head of Sourcing, Whitelane Research, said, "The last 12 months and beyond tested the agility and skills of the UK IT outsourcing sector. It is very impressive to see companies like Mindtree who are delighting customers even in this difficult time. Looking ahead, as enterprises double down on digital, they are increasingly banking on partners to guide them through these fast-moving journeys. Mindtree demonstrated outstanding commitment to key business priorities such as cost reduction, scalability and focus on core business, which stands it among the top IT outsourcing partners in the UK, according to its own customers."

Methodology

Whitelane's 2021 UK IT Sourcing Study was conducted with senior level executives with influence over corporate IT strategy and IT sourcing decisions. Both organizations with large IT budgets and organizations that have outsourced a significant amount of their IT processes received an invitation to participate in the research. Once respondents approved their participation, they received a URL to access an online questionnaire.

- Whitelane Research and PA Consulting are both completely independent organizations. Whitelane Research was responsible for the selection of the participant database, with the IT service providers featured in this study evaluated and ranked based on the opinion of their clients (not on the opinion of Whitelane Research or PA Consulting).

- The research findings are solely based on the data received in the market study from the respondents surveyed. The IT outsourcing services under evaluation are consumed by the respective country/region where the study is conducted and the evaluations are not weighted by any deal characteristics, such as the annual contract value or contract length.

- Participation in the study is on the basis of complete confidentiality and anonymity, and only aggregated data is used to present the research findings.

At least eight evaluations are required for an individual service provider to be included in the general satisfaction ranking and at least seven evaluations are required for an individual service provider to be included in the satisfaction by IT domain rankings. The minimum number of evaluations required for each service provider guarantees that the service provider scores reflect the opinion of a representative sample group.

About Mindtree

Mindtree [NSE: MINDTREE] is a global technology consulting and services company, helping enterprises marry scale with agility to achieve competitive advantage. "Born digital," in 1999 and now a Larsen & Toubro Group Company, Mindtree applies its deep domain knowledge to 270 enterprise client engagements to break down silos, make sense of digital complexity and bring new initiatives to market faster. We enable IT to move at the speed of business, leveraging emerging technologies and the efficiencies of Continuous Delivery to spur business innovation. Operating in 24 countries across the world, we're consistently regarded as one of the best places to work, embodied every day by our winning culture made up of over 23,800 entrepreneurial, collaborative and dedicated "Mindtree Minds."

To learn more about us, visit www.mindtree.com or follow us @Mindtree.

About Whitelane Research

Whitelane Research is an independent organization uniquely focused on uniquely focused on IT outsourcing across Europe. Our extensive IT outsourcing research studies interview CIOs of the largest IT spending organizations in different countries about their opinion on their outsourcing plans and service providers. Our end-user/service provider events facilitate exchange of ideas between end-users and service providers about different outsourcing themes and achieving better, win-win sourcing relationships. Our Executive Best Practices Groups provide an exclusive forum for corporate executives who use sourcing as a significant part of their business strategies, allowing them to confidentially share ideas and information about their sourcing relationships. For more information, please visit www.whitelane.com.

About PA Consulting

PA Consulting is an innovation and transformation consultancy that believes in the power of ingenuity to build a positive human future in a technology-driven world. As strategies, technologies and innovation collide, we create opportunity from complexity. Our diverse teams of experts combine innovative thinking and breakthrough use of technologies to progress further, faster. Our clients adapt and transform, and together we achieve enduring results. We are 3,300 specialists in consumer, defence and security, energy and utilities, financial services, government, health and life sciences, manufacturing, and transport. Our people are strategists, innovators, designers, consultants, digital experts, scientists, engineers and technologists. We operate globally from

offices across the UK, US, Netherlands, and the Nordics. Discover more at www.paconsulting.com and connect with PA on [LinkedIn](#) and [Twitter](#).

For more information, contact: media@mindtree.com