

# Case Studies

## Forging a Digital Transformation Powerhouse

# Devoteam Strategic Investment



**solutions by stc's strategic investment in Devoteam Middle East is set to accelerate growth and drive digital transformation in the Kingdom of Saudi Arabia.**

In an ambitious move to fortify its position as a leader in the ICT market and enhance its suite of offerings, solutions by stc acquired a strategic 40% stake in Devoteam Middle East. This partnership is designed to infuse solutions by stc's portfolio with world-class digital consulting and business transformation capabilities, extending its reach and impact across the Kingdom of Saudi Arabia and beyond.

With its distinguished reputation as the leading IT consulting firm in the region, Devoteam Middle East brings to the table a rich legacy of driving digital transformation. For over 2 decades, Devoteam has been instrumental in guiding organizations through their digital transitions with confidence and strategic foresight.

Operating out of regional headquarters in the Kingdom of Saudi Arabia, Devoteam's team of over 700 consultants provide comprehensive expertise and unique capabilities focused on pioneering cloud solutions and refining business processes. Its accolades include recognition from the IDC as the premier IT consulting firm by market share in the Kingdom of Saudi Arabia, a testament to its leadership and influence in shaping the digital landscape.

The collaboration between solutions by stc and Devoteam is a partnership aligned with the visionary objectives of Saudi Vision 2030, underscoring the companies' shared commitment to fostering digital innovation and localization within the Kingdom.

This synergy is poised to deliver cutting-edge digital services, underscoring a mutual dedication to empowering organizations to embrace digital transformation and pursue sustainable growth. It marks a significant milestone in both entities' journey towards accelerating digital transformation initiatives, signaling a future where digital empowerment is at the forefront of business strategies in the Kingdom of Saudi Arabia and beyond.

## Revolutionizing Connectivity

# Partnership with Nile

nile

**solutions by stc's strategic partnership with Nile marks a new era of Network as a Service in the Kingdom of Saudi Arabia and across the MENA region.**

Embarking on a transformative journey to redefine network connectivity across the Middle East, solutions by stc forged a strategic partnership with Nile, an innovator in Network as a Service (NaaS). This collaboration is set to deliver secure campus NaaS solutions to an expansive clientele across the Kingdom of Saudi Arabia, Kuwait, Bahrain, Oman, and Egypt, marking a pivotal shift towards advanced digital transformation, operational excellence, and total cost of ownership.

Combining solutions by stc's deep market acumen and Nile's avant-garde technological prowess, the alliance aims to catalyze digital transformation across various sectors, from education and transportation to retail, enterprise, and the public sector as well as megaprojects. It will transform the digital infrastructure landscape, providing secure, efficient, and innovative networking solutions that support the dynamic needs of businesses and public entities in the MENA region.

Leveraging Nile's pioneering NaaS solutions, characterized by a subscription-based model, automated lifecycle management, and built-in security features, deep automation driven by artificial intelligence and machine learning, the collaboration seeks to eliminate traditional operational complexities, guaranteeing performance, and ensuring a secure networking environment.

solutions by stc and Nile share a vision of driving innovation, enhancing customer value, and fostering growth within the region, aligned with Vision 2030's digital transformation goals. Together, they are focused on redefining what is possible in digital connectivity, positioning the Kingdom of Saudi Arabia as a global hub for technological innovation and digital excellence.



Case Studies continued

Redefining the BPO Landscape

# Acquisition of Contact Center Company



In a visionary move to dominate the Business Process Outsourcing (BPO) landscape, solutions by stc strategically acquired the Contact Center Company (ccc), heralding a new chapter in its growth narrative and sectoral diversification. This acquisition underscores solutions by stc's commitment to enhancing its market stronghold in the BPO domain while strategically positioning itself to capitalize on the full potential of this dynamic sector.

By integrating ccc's unparalleled expertise in contact center operations, and customer experience management into its ecosystem, solutions by stc elevates its competitive edge, offering a spectrum of BPO solutions tailored to meet the surging market demand.

Established as a joint venture by stc, a digital and telco leader in the Middle East, ccc has emerged as a beacon of excellence in customer experience, setting benchmarks with its innovative approaches and customer-centric services across diverse industries.

With a formidable force of over 6,000 employees and a portfolio boasting 45+ esteemed clients, ccc's operational ethos is anchored in surpassing customer expectations and fostering business innovation. Notably, ccc's distinction as the first customer experience management entity in the Kingdom of Saudi Arabia to secure the COPC (OSP) standard certification epitomizes its relentless pursuit of global service excellence and operational integrity.

This strategic collaboration is a testament to solutions by stc's foresight in recognizing the symbiotic potential of merging its ICT prowess with ccc's BPO and customer experience specialization. This convergence is set to redefine the ICT and BPO service landscape, offering holistic, end-to-end digital transformation solutions that power enterprises and align with the ambitious objectives of Saudi Vision 2030.

**solutions by stc's acquisition of ccc will deliver innovative solutions to the market that will catalyze greater efficiency, technological advancement, and digital empowerment for the Kingdom of Saudi Arabia.**



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