

Digital Transformation and Innovation

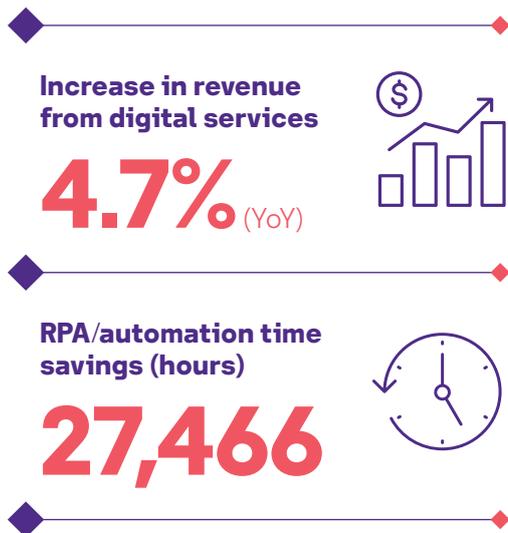
As the foremost enabler for digital transformation in the Kingdom of Saudi Arabia, solutions by stc marked 2023 as a pivotal year in remodeling the nation's technology landscape. We spearheaded the critical progress of businesses and organizations across multiple sectors, revolutionizing their operations and productivity, while aligning seamlessly with the Kingdom's Vision 2030.

Our multiple successes included crucial new partnerships and acquisitions, additional government sector services, and innovative progress in our internal operations. For shareholders and investors, our digital transformation achievements have been outstanding, which were reflected in a 25.4% increase in our revenue.

In terms of investment, our acquisition of Giza Systems, a leading integrator in the region, enabled a new phase of expansion and consolidation, strengthening our presence in key growth areas.

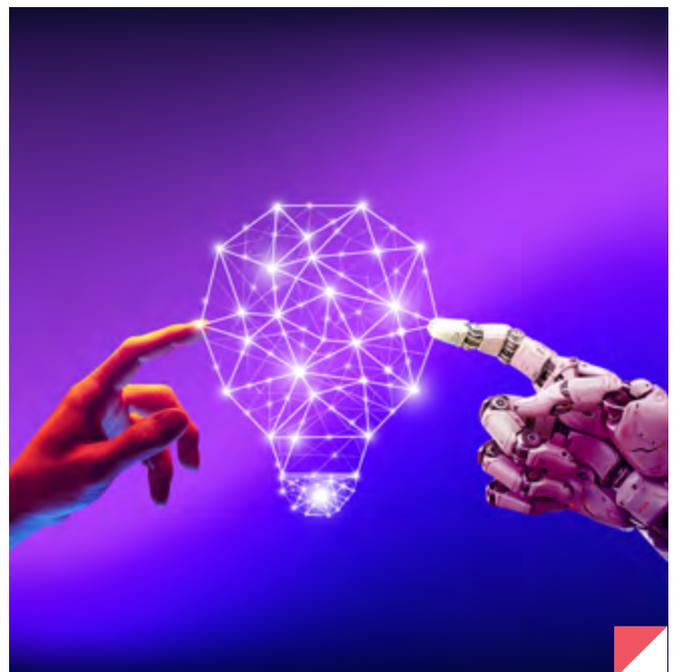
Our partnership with Devoteam SAS to acquire 40% of Devoteam Middle East expands our consultancy capabilities, and the full acquisition of Contact Center Company (ccc) will drive further growth for the newly created ccc by stc, particularly with our presence in regional markets.

solutions by stc always has Saudi Vision 2030 front of mind in everything we do. Our aim is to be one of the major contributors to nationwide digital transformation and we take enormous pride in the roles we have been given in some of the most prestigious projects in the Kingdom. Over the past 4 years, Saudi Arabia has risen faster than any other nation in the Global Innovation Index as we fulfill our destiny as one of the great knowledge-based economies.



Expanding Partner Network

In 2023, solutions by stc significantly expanded its internal professional services capabilities to cover services for leading vendor's products and solutions such as Infoblox, VMware, Dell Technologies, Imagicle, PaloAlto Networks, Microsoft, and SAP. These partnerships and capabilities have allowed for an enhanced range of product offerings and improved cloud services, aligning with solutions by stc's commitment to diversity and expertise. Moreover, these alliances have fostered market and territorial advancements, particularly with Samsung, who is developing new digital solutions for the Saudi market.



Customer Name	Value Delivered
Red Sea Development Company	The Smart City infrastructure project aims to provide a comprehensive E2E solution for 5 use cases, including smart lighting, smart irrigation, smart EV charging, smart digital signage, and smart waste. The architecture will consolidate these 5 use cases into a single platform, facilitating direct access for monitoring, fault management, and control. Data sharing across services will be seamless and in strict adherence to data policies. The project will deliver a horizontal IoT platform that can potentially be used across RSG projects, offering leading vertical solutions for EV charging, waste management, signage, lighting, and water management. The solution should seamlessly integrate with the RSG master data platform, incorporating advanced applications, reporting, and machine learning capabilities, thereby reducing time to market and simplifying the development, validation, and deployment of these 5 services.
Misk City	The Mohammed Bin Salman non-profit City project, where solutions by stc serves as the Master System Integrator, has achieved significant milestones. The foundation of the Smart City project has been established, including the development of the Smart City Platform, a data center, an integrated command and control center, and other multiple smart use cases.
National Center for Government Resources Sys (NCGR)	The project encompassed diverse managed services, including Network, Data Canter, Security, Wireless, Telecom, Design, Governance, and Special/On-Demand Professional projects, spread across multiple locations. Success metrics include a major upgrade reducing RTO, optimizing network performance, achieving compliance in NCA controls, and successfully implementing design projects. The impact of managed services on critical applications and services in NCGR contributes significantly to the backbone of the KSA's economy and the 2030 Vision.
Saudi Data and AI Authority	One-of-a-kind supercomputing projects to be delivered to SDAIA customers supporting them in running multiple use cases requiring high performance and compute machines. The project will be delivered in partnership with NVIDIA, the leading HPC worldwide provider.
Saudi Aramco Company	The project will support Saudi Aramco's Digital Transformation over five years by providing supercomputer infrastructure in addition to, hosting, maintenance, support and related services.



Digital Transformation and Innovation continued

Building Capabilities

In 2023, the introduction of the Takyah mobile app for existing and new employees proved a significant milestone in our digital transformation journey. The app serves as an innovative platform, guiding our colleagues through the Company's strategy, offices, and services to enhance connectivity and productivity, including a directory, newsfeed, and calendar.

We continued to focus on upskilling our employees in the latest digital technologies and trends, not only to enhance their own capabilities but also to foster partnerships with industry leaders, who have greater confidence in teams who are qualified in the most contemporary technology.

The Company has always been at the forefront of implementing Robotic Process Automation (RPA) to streamline and enhance our business processes. This drive has resulted in increased efficiency, reduced operational costs, and improved service delivery, further reinforcing our commitment to holistic digital transformation.

In addition, we refined our internal technology functions, deploying advanced security measures in line with cyber security guidelines, overseeing the robust implementation of stable infrastructures and tools.

As we heavily increase our infrastructure investment to cater for our rapidly expanding business, it is also a significant achievement that we have maintained such high rates of employee satisfaction regarding our own internal IT services.

To reinforce our status as the frontrunner of the nation's digital transformation, it is essential that we engage and satisfy our workforce, ensuring that they are proud to play an essential role in the success of the Company.

In establishing and to maintain those relationships, we implemented several new initiatives, including our new recognition program to celebrate employee innovation, alongside wellness campaigns, and regular feedback surveys. Our colleagues in all capacities are integral to our success.

Expanded Offerings

The expansion of our digital transformation in 2023 reached more businesses and sectors than ever before as we introduced new products, including solutions for the healthcare sector, such as a telemedicine platform and a mobile app for patient records, as well as education, with an online learning platform and an app for students and teachers.

As our transformation services continuously evolved, solutions by stc offered numerous new advances in the government sector. The ZATCA e-invoicing project and a range of e-government portals and mobile apps were specifically tailored for greater accessibility and additional services for both individuals and businesses.



The Digital Future

As we look ahead to 2024, we will focus on expanding our international footprint and investing in more pioneering digital technologies across the Kingdom.

We will develop additional solutions for the healthcare and education sectors and invest in artificial intelligence and machine learning, as we launch streamlining solutions, such as MySolutions, CPQ, and the comprehensive 360 View platform.

We appreciate the responsibility that solutions by stc has towards the nation's digital transformation, and it is a journey we undertake with pride and passion.

“In 2023, solutions celebrated historic success with nationwide projects that not only surpassed expectations but also garnered global recognition from esteemed organizations such as PMI, GloTel, and IPMA. Guided by top Saudi talents, our Technology team played a pivotal role in achieving this milestone. As we strategically diversify with emerging technologies, our gratitude extends to our valued customers and the dedicated team whose expertise continues to drive our ongoing success.”

Saleh Abdullah AlZahrani
 Chief Technology Officer

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