

# Digital Transformation and Innovation

In continuing to spearhead the Kingdom of Saudi Arabia’s accelerating digital transformation and innovation, solutions by stc strengthened its existing product suite while bringing ground-breaking new services to its rapidly increasing base of clients. With a focus on refining and enhancing our world-leading technology, we created more secure, cost-efficient and time-effective services that have added a new dimension to the Kingdom of Saudi Arabia’s digital infrastructure.

### Driving positive change

With more than 25 years’ experience in IT solutions and the number one service provider in the Kingdom of Saudi Arabia for the past 6 years, solutions by stc is the driver behind change and innovation with a focus on progress, not just in a Kingdom-wide arena but on a worldwide platform.

As we continue to introduce and implement the most innovative solutions in the public and private sector it is essential that we are future-ready and adopt and adapt even more productive processes to our world-class services. In acquiring strategic portfolio management to select, prioritize, and control resources, we have enabled greater flexibility and continuous assessments in preparation for scaling up and supporting further growth and innovation.

In addition to considerably broadening our pool of new customers, we have delivered on our strategy of offering more robust and productive initiatives, which have significantly enhanced our efficiency, customer excellence, and returns on our investment.



### Enterprise Technology and Innovation (ETI) Strategy

In full alignment with our LEAP Strategy, our ETI Strategy lays out a transformation roadmap anchored in 5 main strategic streams, with a total of 28 supporting programs and 65 projects across 10 business domains, to drive positive change and future-ready excellence.

### 5 Strategic Pillars

Lean and Agile Operating Model	Service Excellence	Modernized Applications	Secured/ Scalable Infrastructure	Unlock Value from Data
Build a lean multi-speed tech operating model across people, processes and governance, flexible for scale and aligned to solutions’ business objectives	Deliver future-ready business-oriented technology services with seamless customer experience for the business and their customers	Develop resilient, future-ready, flexible & scalable application portfolio to enable the services provided and potential new business integration	Secure and scalable technology landscape through a mature infrastructure, governance and resilient security architecture	Ensure access to high quality data to enable accelerated and informed analytics driven and fact-based decisions
8 Programs 11 Projects	10 Programs 14 Projects	5 Programs 15 Projects	5 Programs 23 Projects	1 Program 2 Projects

By the end of 2024, we had delivered **85%** of our ETI Strategy.

### Process and progress

Through migration and automation, we have not only created more streamlined, secure and integrated operations, we have also reduced expenditure and increased profitability. The introduction of more robotic process automation led to cost saving of ﷲ 1.8 million compared to 2023, 10,000 annual saved hours, 6.3 FTEs saved per month, and 209% ROI.

In addition, further integration of our enterprise resource planning software to manage accounting, procurement, project progress, risk, compliance, and supply chain operations has increased productivity both in terms of internal processes and client efficiencies.

In our holistic approach to solutions by stc’s sister companies, partners, and subsidiaries, in 2024 we completed a CLM system migration to cloud for ccc, our leading customer experience management company, to improve efficiency in order to build the right solution architecture.

As the undisputed forerunner in digital transformation and innovation, solutions by stc constantly strives to introduce the most contemporary technology to benefit commercial and state organizations throughout the Kingdom of Saudi Arabia.

### Services and solutions

In 2024, we provided essential services to many of the Kingdom of Saudi Arabia’s most prominent government departments and businesses, including leading the technological advancement at Saudi Aramco, driving digital transformation and operational efficiency across the Kingdom. As one of the largest global IT projects, it sets a benchmark for innovation and efficiency in the corporate sector.

In addition, our support for the Saudi Data and AI Authority provided immediate solutions and implementation in a critical air-gapped network situation, and for Saudi Electric Company, we deployed our first prototype truck for Hajj as a Mobile Command Center in case of any crises or emergencies.



## Digital Transformation and Innovation continued

### Capitalizing on our success

As we continue to advance and expand our initiatives and internal projects, we have the opportunity to monetize many of our in-house solutions. The introduction of the Takyah mobile app, specifically designed to enhance solutions by stc employee engagement, is now a trademarked product which is targeted for commercialization as an application for external clients.

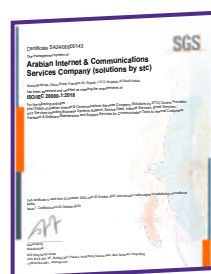
In addition, many of our products, including the Mysolutions platform, E-shary, partner relationship management platforms, and investment relations solutions, are either enhancing existing applications or building new technology to serve solutions by stc business units.

### Contributing to Vision 2030

Our dedication to Vision 2030 remains absolute and we are proud to play such a prominent role in furthering the Kingdom of Saudi Arabia's standing on the global technology stage. In accordance with this progress, in 2024, next generation critical facilities reinforced our network commitments in terms of trends and evolution, offering high availability, business continuity, and better flexibility. Our transformation program aims to fundamentally change the telecommunication architecture to digital software services.

### Award winning year

#### Enterprise Technology and Innovation (ETI) Awards



ISO/IEC 27701:2019  
Certified Privacy  
Information  
Management System



ISO/IEC 20000-1:2018  
Certified IT Service  
Management



ISO/IEC 38500:2024  
Governance of IT for  
the Organization



Informatica  
Data & AI Excellence  
Award 2024



Incorta  
The Master Architect

## Delivering value for our clients across the Kingdom

**stc:** IP MPLS and expansion; Data Readiness Center; STC-cloud infrastructure

**Ministry of Sport:** Providing in-house PS and MS capabilities

### Future focus

As we look to the year ahead, our focus remains firmly on the development of innovative technologies and, equally importantly, how to most effectively apply them for our valued clients – the leading government departments and private enterprises across the Kingdom of Saudi Arabia. We will continue to execute our ETI Strategy, with the goal of delivering additional value and enhancements across our operations and for all our stakeholders.

In 2024 we witnessed the importance of not only leading the IT sector through discovery but by also being at the forefront of maximizing efficiency and productivity. We have created novel solutions as never before in both our development and execution and will continue to maximize our outstanding capabilities for invention and innovation.

**In 2024, despite facing numerous business challenges, our accomplishments have been significant. We successfully delivered a wide array of projects and launched several new services designed to attract new customers while retaining our loyal base customers.**

**We initiated an internal program focused on optimizing efficiency across various sectors, particularly in our technical professional services and recurring managed services. This progress has been largely enabled by our greatest asset — our talented employees. Looking ahead, we have ambitious goals, including a transformative shift towards the future and a commitment to maintaining our position as the leading IT services provider in the Kingdom.**



**Saleh Abdullah Al Zahrani**  
Chief Technology Officer