

Digital transformation and innovation

Empowering progress through innovation

In 2025, we advanced our role as Saudi Arabia’s leading digital transformation enabler, strengthening the Kingdom’s position in the global digital economy. Guided by Saudi Vision 2030, we continued to integrate cutting-edge technologies, streamline operations, and deliver future-ready solutions that empower our clients to achieve sustainable growth. Innovation remained the foundation of our progress, shaping every aspect of how we operate, serve, and create value.

Driving transformation across systems, data, and operations

2025 was a pivotal year in accelerating digital transformation across the Organization. We implemented major initiatives designed to optimize efficiency, enhance user experience, and create measurable business impact. A key milestone was the replacement of the Bid Management System, which consolidated multiple applications into a single, streamlined platform. The system delivers greater visibility and compliance, simplifies manual processes, and introduces performance-based KPIs that improve

accountability, reduce operational costs, and enhance decision-making across the business.

Building on our leadership in automation, we expanded the implementation of Robotic Process Automation (RPA) with new AI-driven features such as document understanding and adaptive learning. These enhancements enabled us to automate more complex, high-value tasks, achieving cost savings of ﷲ 1.5 million compared with 2024, equivalent to 8.7 full-time employee equivalents saved per month and a 200% return on investment.

Enterprise Technology and Innovation (ETI) Strategy

Our strategy continued to guide execution across 5 strategic domains:

1	2	3	4	5
<p>Lean and agile operating model: Build a lean multi-speed tech operating model across people, processes, and governance, flexible for scale and aligned to solutions by stc’s business objectives</p>	<p>Service excellence: Deliver future-ready business-oriented technology services with seamless customer experience for solutions by stc and our customers</p>	<p>Modernized applications: Develop a resilient, future-ready, flexible and scalable applications portfolio to enable solutions by stc’s services and future business integrations</p>	<p>Scalable and secured infrastructure: Ensure a secure and scalable technology landscape through mature infrastructure, governance and resilient security architecture for solutions by stc</p>	<p>Unlocking value from data: Ensure access to high-quality data to enable accelerated and informed analytics-driven and fact-based decisions for solutions by stc and our customers</p>

These pillars together achieved an overall 82% execution rate in 2025, with particularly strong progress in data-driven decision-making, infrastructure security, and service modernization. Through this integrated framework, we have built a multi-speed technology operating model that aligns people, processes, and governance for scale, ensuring flexibility and business continuity.

Innovation is not a project or an outcome – it’s the driving force that transforms how we think, operate, and create value for our stakeholders.

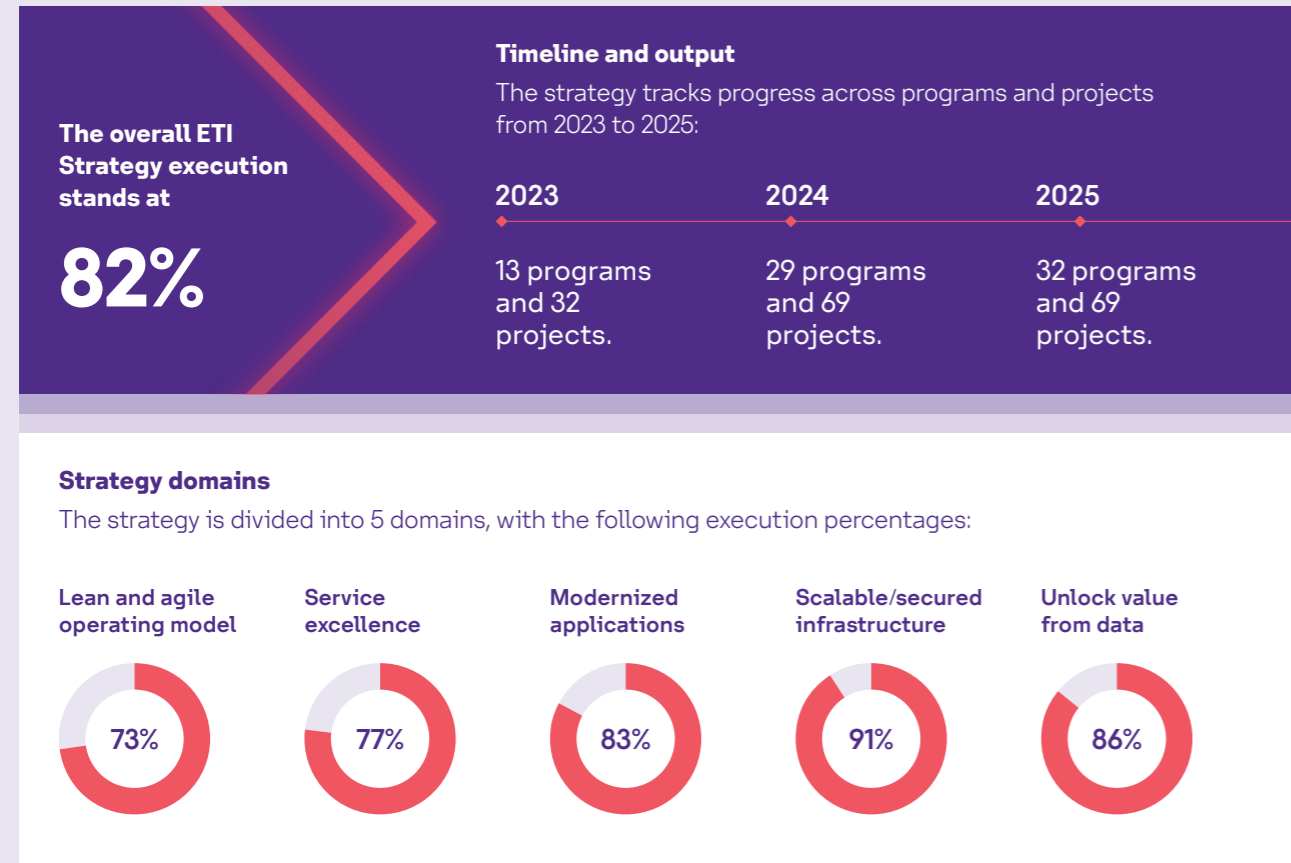
Saleh Abdullah Al Zahrani

Chief Technology Officer



Digital transformation and innovation continued

ETI Strategy execution



We also made significant progress in data and SI through the development of the stc B2B Subsidiaries Data Sharing Framework. This framework establishes a structured and compliant approach for data exchange across the Group, strengthening collaboration and ensuring consistent standards for security, quality, and governance.

Innovation extended to every stakeholder group. For employees, we continued to enhance internal collaboration and digital experience platforms, supporting greater efficiency and engagement. For customers, enhancements to the MySolutions platform improved service accessibility and self-management. For partners, we introduced new digital communication channels that streamline partner relationship management and strengthen coordination. For shareholders and investors, we implemented a new Investor Relations digital solution, improving transparency, speed, and access to information.

Throughout the year, we also took steps to commercialize our Supply Chain Management System, enabling new opportunities for value creation, while advancing the Enterprise Process Architecture

Enhancements initiative, a structured program that modernizes business processes annually to ensure alignment with evolving needs. These achievements underscore our strategy of using technology as a tool to transform how we operate, deliver value, and innovate for our stakeholders.

Future focus

Looking ahead, we will continue to build on the solid foundation established in 2025. Our focus for 2026 will be on deepening the integration of emerging technologies, advancing automation, and developing new digital solutions that further strengthen our competitive edge. We will enhance the capabilities of our data-driven platforms, expand RPA deployment, and continue modernizing applications and infrastructure to ensure scalability and security.

As we move forward, we remain committed to continuous innovation and to investing in the technologies, partnerships, and people that enable us to deliver long-term value. Our ambition is to solidify solutions by stc's position as a digital pioneer shaping the future of technology and business transformation in the Kingdom and beyond.

