

Services and Solutions

Sharpening our portfolio and strengthening our execution

In 2025, Services and Solutions focused on building clearer, stronger offerings and improving how we take them to market. We concentrated our efforts on defined products rather than custom projects, expanded direct-to-customer selling, and proved our ability to deliver end-to-end solutions through launches such as GPUaaS and OneCloud. This shift marked a year of disciplined execution and set the foundation for steady, sustainable growth.

Strengthening structure and focus

During 2025, we realigned our operating structure to make the business leaner, clearer, and more accountable across product and delivery lines. This shift allowed us to scale successful solutions, reduce fragmentation, and strengthen governance across the Organization.

Our strategic focus areas also became more targeted. Cloud, connectivity, digital services, and managed services emerged as the core growth engines, supported by AI as a critical technology enabler. With this refreshed structure, we improved execution velocity, enhanced visibility across units, and strengthened our direct-to-market capabilities.

Powering strategic progress

Services and Solutions played a central role in advancing the Company's strategic agenda. Managed services supported the sell-direct model for core offerings including SD-WAN, MRS, MODAR, and EMM, contributing to an increase in sell-direct revenue. Connectivity services delivered year-on-year growth and expanded the portfolio with the launch of the IPVPN service.

Cloud services achieved the highest number of product launches this year with 6 new offerings, most of them positioned for direct sales. The launch of the OneCloud platform is set to further reinforce our sell-direct objectives and expand our cloud footprint.

Our ecosystem also strengthened through deeper partnerships and alliances. Focusing on the sell-direct model, and the creation of a dedicated connectivity commercial team, accelerated go-to-market execution and supported our broader growth priorities.

Bringing innovation to market

Innovation remained a key contributor to our progress in 2025. The Ignite Program transformed employee ideas into new products and service improvements, broadening innovation ownership across the Company.

We also brought high-performance AI and machine learning capabilities to our cloud platform, enabling faster processing, and unlocking new enterprise and government use cases, becoming the first NVIDIA NCP partner in the Kingdom of Saudi Arabia to build an AI factory.

Our collaboration with Nile introduced AI-driven enhancements that strengthened reliability and proactive monitoring. In parallel, our work with Remat applied AI to smart parking, improving city street management, and overall mobility. These advancements demonstrated how we continue to apply technology to deliver meaningful customer value.

In 2025, we built a sharper, stronger, and more scalable portfolio that lays the groundwork for the next era of cloud, connectivity, and managed services in the Kingdom.

Yousef Abdulrahman AlMarshad

Chief Commercial Officer



Services and Solutions continued

Advancing our cloud, managed services, and connectivity portfolio

In 2025, we expanded and strengthened our core Services and Solutions portfolio across cloud and digital, managed services, and connectivity. Our focus was on delivering clearer, more scalable offerings supported by strategic investments, strong execution, and a growing ecosystem of technologies and partnerships. Through these efforts, we reinforced our position as a trusted provider of integrated ICT solutions and continued to deliver measurable value to customers across the Kingdom.

Cloud and digital

Accelerating digital transformation with new products, stronger infrastructure, and regional leadership

Our cloud and digital portfolio made significant progress through new product development and launches, expanded data center capacity, and strategic investments aligned with rising customer demand for scalable, secure, and AI-ready infrastructure. Key new launches included OneOffice, a cloud-based productivity suite hosted entirely on our secure data centers, offering a full Software as a Service (SaaS) workspace for collaboration and communication. We also introduced the SoftPOS Bundle, an integrated fintech solution combining NFC-enabled devices, digital payment capabilities, and connectivity to create a seamless merchant experience.

Cloud SIP was launched to replace legacy physical phone lines with cloud-hosted SIP trunks, enabling businesses to scale their communications easily and cost effectively. Zoom Workplace became part of our offering as a unified collaboration platform combining chat, phone, meetings, and conferencing in one digital workspace.

Beyond product development, we strengthened our cloud foundations through key achievements and certifications including the launch of our cloud services portfolio on EXPRO online marketplace.

In addition, our data center investments expanded capacity and added new locations to support growth across cloud, digital services, and AI workloads. We also achieved key certifications, including ISO 27001:2022, ISO 27017:2015, ISO 27018:2019, and CSA STAR Level 2, demonstrating our commitment to leading security and operational standards.

Managed services

Strengthening delivery and expanding high-value capabilities

In 2025, managed services contributed significantly to the growth of our direct-to-customer model, driving an increase in sell-direct revenue. We delivered services to several mega accounts, including NEOM, the Ministry of Health, the Royal Commission for Al Ula, and the Royal Protocol, reinforcing our role as a trusted partner for critical national programs.

We signed a SASE Managed Service Provider agreement with Palo Alto Networks. This partnership positions us as the first provider in Saudi Arabia to deliver SASE-based managed services, by combining Palo Alto Networks' industry-leading SASE technologies with our local expertise and managed services capabilities. We also signed a Memorandum of Understanding (MoU) to strengthen Huawei SDWAN with Secure Edge, positioning us as a full-stack provider for both network and security services.

Investments in managed services included the development of permanent event infrastructure for key sites such as the King Abdul Aziz International Conference Center and the Ritz Carlton, enabling high-quality managed IT support for high-profile events. The addition of Nile's solution to our portfolio further expanded our monitoring and reliability capabilities.

Our commitment to excellence was recognized with the CPS certification from Cisco for SDWAN, marking an important milestone in strengthening our network services and validating our technical leadership.

Connectivity

Expanding secure, reliable, and scalable communication services

Connectivity remained a strategic pillar of our portfolio, supported by new product launches and continued investment in hardware to meet rising customer requirements. We introduced IPVPN, a secure virtual private network service that connects customer headquarters with local branches through a reliable and protected communication infrastructure. This offering strengthened our ability to support enterprise-wide connectivity needs through a dependable, directly offered service.

We continued to invest in core connectivity hardware to support service expansion and performance improvements. Connectivity achieved strong commercial results, delivering an increase in sell-direct revenue during the year. This growth reflected rising demand for secure, high-performance connectivity solutions and the effectiveness of our direct-to-market execution.

Future focus

In 2026, we will build on the progress made this year by deepening our focus on core offerings while expanding our portfolio with services that create meaningful impact for customers across the Kingdom. Our priority is to grow smarter by strengthening direct engagement, improving margins, and enhancing our understanding of customer needs through a more active sell-direct model.

We will continue to advance connectivity with the launch of DIA for SMEs, giving smaller businesses access to enterprise-grade performance and flexibility. At the same time, we plan to expand our Geostationary Orbit (GEO) and Low Earth Orbit (LEO) technologies

into new sectors such as logistics, remote operations, and the private aviation sector, ensuring expanded coverage and enhanced connectivity reliability in the most challenging environments, while offering smart and advanced alternatives to traditional solutions.

AI adoption will accelerate across our portfolio, embedding intelligent automation and analytics into both our service delivery and the solutions we offer to customers.

On cloud and digital, we will strengthen the Kingdom's digital sovereignty - enhancing our core cloud services while expanding private and hybrid cloud capabilities tailored for government and regulated industries.

We will deepen our strategic alliances with hyperscalers - Google Cloud, AWS, and Oracle - to position solutions by stc as the region's leading System Integrator for end-to-end multi-cloud strategy, migration, and managed services.

We will accelerate our GPU as a Service (GPUaaS) roadmap by deploying more advanced NVIDIA-based compute capacity, integrating new AI platforms, and expanding use cases in generative AI, computer vision, and high-performance analytics.

To enhance our network and security capabilities, we will introduce SASE as a complement to our existing SD-WAN portfolio, enabling clients to access a more complete and integrated solution.

Throughout the year, we will continue to onboard new products and partners that strengthen our ecosystem, extend services to additional data center locations, and bring emerging technologies closer to the local market. These initiatives will support our goal of creating a more comprehensive, modern, and customer-centric portfolio that drives long-term value and supports national digital transformation priorities.