

Enterprise Segment

In 2025, stc's enterprise segment, powered by its subsidiaries, solutions by stc and e-Portal Holding Company, continued to strengthen its position as a key enabler of Kuwait's digital transformation. Through strategic partnerships, technological innovation, and a customer-focused approach, the segment reinforced stc's market leadership and its role as a trusted partner for enterprise and government clients.

1. solutions by stc

In 2025, solutions by stc delivered another year of impressive performance by expanding its service portfolio and enhancing connectivity infrastructure across Wholesale, Connectivity, and Digital Solutions.

1. Wholesale (Fixed):

- stc won new and renewed multiple high-value contracts and projects, enhancing connectivity services for all its clients. This includes the finalization of the 2Africa CLS Agreement and a 10x10G IRU deal with Center3 for stc Kuwait's IP-Transit services, reinforcing stc Kuwait's international capacity and network reliability.

enterprise-class 5G features. These capabilities open the door to premium B2B services including tiered connectivity, edge computing, and AI-enabled operations, while reinforcing stc Kuwait's competitive edge against Fiber and earlier 5G-SA solutions.

- This year, solutions by stc also revamped its Dedicated Data Access (DDA) and Dedicated Internet Access (DIA) solutions, further strengthening the company's ability to deliver secure, high-performance connectivity tailored to business needs.

2. Connectivity:

- Kuwait remained at the forefront of innovation, being among the first countries worldwide to adopt 5G Advanced. In June 2025, stc Kuwait launched its 5G Advanced network, delivering faster speeds, lower latency and greater reliability, unlocking new possibilities for enterprises and government entities. The 5G Advanced network extends reliable high-performance coverage into indoor and industrial environments that were previously difficult to serve. It enables a superior level of enterprise-grade Fixed Wireless Access (FWA), empowering seamless real-time video surveillance, Fleet and IoT management, in addition to highly secure campus deployments, all backed by advanced

3. Digital Solutions:

- solutions by stc introduced its Mobility e-Store, a first-of-its-kind platform designed to digitize and streamline business customer acquisition and service. The company also enhanced digital billing and invoice accessibility through My Business, stc's self-service platform, further promoting operational efficiency and sustainability while enabling an enhanced digital experience.



Among the more significant operational milestones for the year for stc Kuwait's enterprise segment, was the early preparation and deployment of the landmark Smart Meters project with the Ministry of Electricity & Water (MEW), which underscores the scale and national importance of this initiative.

Performance Highlights & Customer Experience

Throughout 2025, solutions by stc delivered good operational and financial performance despite an increasingly competitive market landscape, supported by growth in mobility, disciplined fiscal management, and strategic portfolio expansion across key sectors. The strategic focus of solutions by stc on profitability through its partnerships with the enterprise and government segment and closer alignment with stc Kuwait and its subsidiaries, ensure greater synergy and operational efficiency across the group.

In parallel, stc focused on elevating customer experience by enhancing its digital channels, introducing new automation tools, and improving service response times. The integration of My Business into stc's popular consumer app mystic KW and enhancements to the e-Store for business further simplified account management and online purchases, creating greater efficiency and value for enterprise customers.

Awards & Recognitions

solutions by stc received the "Best Customer Experience Digital Platform for B2B" award at the Global Business Outlook Awards 2025 in Dubai, UAE.

This recognition highlighted the success of the My Business self-service platform and its contribution to operational efficiency and superior customer experience across the enterprise sector.



Strategic Outlook for 2026

Looking ahead, solutions by stc will continue to fast-track its growth agenda through three clear priorities:

- Explore potential opportunities and strategic partnerships to expand its enterprise client base and strengthen its position as a trusted one-stop solutions partner across Kuwait and the wider region.
- Enhance synergies with subsidiaries to develop integrated innovative solutions that enhance client engagement and unlock new revenue streams through effective cross-selling.
- Explore new business verticals in high-potential areas to further diversify its portfolio and sustain profitability, ensuring that its enterprise customers benefit from the most recent innovative and future-ready solutions.

Through these priorities, solutions by stc will continue driving digital enablement and innovation, reinforcing stc's position as a leading provider of next-generation enterprise solutions.



e-Portal Holding Company

In 2025, e-Portal Holding Company strengthened its role as one of Kuwait's leading ICT transformation partners and Oracle solutions provider in Kuwait. During the year, the company engaged deeply with strategic government clients, particularly in the Education and Defense domains, and advanced its readiness for government-to-government (G2G) transformation programs, reinforcing its position as a trusted execution partner for mission-critical technology initiatives aligned with Kuwait's national digital agenda.

Together, e-Portal and JMT combine deep Oracle product expertise with strong local execution capabilities, positioning the Group as a trusted transformation partner for complex, mission-critical environments. Focused on cloud modernization and application transformation, e-Portal leverages Oracle Cloud Infrastructure (OCI) and Oracle SaaS solutions to enable organizations to migrate legacy workloads, enhance operational resilience, and accelerate digital innovation. This focus in Oracle offering enhances revenue visibility, improves predictability, and strengthens long-term contract value across enterprise accounts. E-Portal also supports secure, scalable deployments across telecommunications, financial services, government entities, oil & gas, and large public sector institutions in Kuwait.

Backed by strategic alliances with global consulting firms, Tier 1 and Tier 2 service providers, and a broad ecosystem of specialist vendors, e-Portal delivers integrated, future-ready platforms that align with national digital transformation initiatives and sovereign cloud requirements. By enabling secure, scalable, and resilient digital platforms aligned with national transformation initiatives, e-Portal not only supports operational efficiency for customers but also strengthens stc's positioning as a comprehensive digital solutions provider, driving sustainable enterprise revenue growth and long-term shareholder value.

1. Strategic Sector Expansion

- e-Portal deepened its presence in high-value public-sector domains by securing major ICT mandates with government entities, including a large-scale Education Sector project covering Building Management Systems, Smart Traffic & Parking, and ICT Systems.

2. Multi-Cloud & AI-Enablement

- In response to Kuwait's accelerating shift toward hyperscaler-based cloud adoption, e-Portal strengthened its multi-cloud delivery capabilities and established a dedicated Multi-Cloud Center of Excellence (CoE) to support hybrid, scalable, and secure deployments for enterprise and public-sector clients.
- Enterprise AI Enablement: e-Portal strengthened its AI capabilities through an exclusive partnership with a global leader in enterprise artificial intelligence. This partnership enables the delivery of scalable, production-grade AI solutions across priority sectors, supporting predictive analytics, automation, and data-driven decision-making, and advancing AI-native operating models aligned with Kuwait's national digital agenda.

- Advanced Cybersecurity Services: e-Portal further enhanced its digital services portfolio through an exclusive partnership with BlueVoyant, a global cybersecurity leader. This collaboration expands e-Portal's capabilities in managed detection and response, threat intelligence, and cyber resilience, enabling enterprise and government customers to address evolving cyber risks while reinforcing stc Kuwait's leadership in secure, mission-critical digital infrastructure.

- e-Portal expanded its portfolio through a strategic partnership with Nile Secure Networks, an AI-driven networking company. This collaboration reduces total cost of ownership (TCO) for enterprise clients while improving performance, network automation, and security at scale, reinforcing stc's leadership in digital transformation and infrastructure modernization.

3. Digital Transformation

- To strengthen its digital transformation capabilities and enhance its relevance in supporting customers and the nation, e-Portal formed a dedicated Digital Transformation Department, enabling innovation and sustainable growth. The department promotes innovation and adoption of emerging technologies within organizations to enhance efficiency, service quality, and overall performance.

Performance Highlights & Customer Experience

Throughout 2025, e-Portal delivered strong business performance supported by growing demand for cloud, systems integration, and transformation-driven ICT services. Ranked among the top five ICT service providers in Kuwait, the company continued to scale competitively through its sector focus, technical capability, and partnership-led operating model. These developments collectively represent a step-change in the company's delivery scale, market positioning, and long-term ability to support Kuwait's national digital agenda.

Strategic Outlook for 2026

Looking ahead, e-Portal will continue advancing its transformation agenda, building on the solid foundation established in 2025 to drive further growth and operational excellence.

Through its expansion in the multi-cloud and AI-enabled service offerings, e-Portal is keen to deepen its engagements in healthcare, education, defense and public sector domains, and scale governance, planning, and project-delivery capability.

Going forward, e-Portal will focus on strengthening its operational model through platform-led services, improved stakeholder alignment, and enhanced service-outcome orientation; measuring success by improved project-delivery KPIs, client-satisfaction metrics and growth in strategic contracts.

Through these priorities, e-Portal will continue advancing digital enablement in Kuwait, reinforcing stc's leadership in next-generation enterprise solutions.