

Digital Solutions

Digital Solutions Division made significant strides in accelerating its growth strategy in 2024, expanding its portfolio to include cloud migration services, AI/computer vision solutions, robotics process automation/intelligent automation solutions, smart city solutions and managed services. These new offerings were supported by strong quality assurance and robust capabilities, reinforcing its position as a trusted partner across public sector.

elm's Digital Solutions delivers customized technology solutions designed to meet the unique requirements of each client through a collaborative and tailored approach, leveraging cutting-edge technology solutions. By closely aligning with the client's end-state vision in a technology agnostic manner, it ensures every solution is purpose-built to drive measurable impact and long-term value.

Its offerings include systems integration, technology platforms, data engineering, emerging technologies, enterprise systems, smart city solutions and IT service management, all designed to drive digital transformation and operational efficiency.

In 2024, Digital Solutions played a key role in delivering nine major support platforms at the Kingdom level, serving critical areas such as agriculture and social development. These platforms collectively benefit over 15 million individuals across Saudi Arabia, providing seamless support and services. With more than 130 eligibility cycles and payment distributions completed, it facilitated the issuance of support by ensuring efficiency and impact at scale for platform beneficiaries.

Continuing to drive innovation and deliver tangible value throughout the year, the division's innovative platforms were designed and developed to enhance governance, streamline processes and improve operational efficiency across vital sectors. The electronic benefits system was also launched to facilitate the management of energy efficiency data, enabling better monitoring and optimization of energy-related initiatives. To support the energy and water sectors further, it introduced a platform that connects actual beneficiaries of electricity and water services to their respective meters. This solution enhances transparency, ensures accurate resource management, and strengthens governance within these critical utilities.

In the land management sector, it launched a dedicated platform aimed at regulating and governing land in informal living areas in Makkah region. This initiative supports sustainable urban development by addressing land use challenges and enhancing oversight. Complementing this effort, the Land and Reservations Portal was introduced to automate land reservation processes, catering to the needs of both individual applicants and institutional entities. By digitizing these processes, it has significantly improved accessibility, efficiency and responsiveness for stakeholders.

Additionally, it launched the unified system for the National Center for Government Resources Systems, which integrates seamlessly with related national systems. This unified approach enhances coordination, reduces redundancy and ensures a more efficient allocation of resources across government entities.

These key launches represent a major step forward in driving innovation, automation and governance within energy, land and resource management sectors. By addressing stakeholder needs and enabling digital transformation, these platforms contribute directly to achieving national priorities and enhancing service delivery across the Kingdom.

Digital Solutions in 2025

In the year ahead, Digital Solutions will build on the foundation established in 2024 by identifying new strategic partnerships and collaborations to enhance its service offerings. Geographic expansion will involve assessing regional demand across Saudi Arabia and tailoring initiatives to address the unique needs and preferences of local markets.

Its client base will grow as it targets new industries and sectors, ensuring a more diversified portfolio and reducing reliance on a limited number of clients. Employees will be up-skilled and cross-skilled through targeted training programs, equipping them with the capabilities needed to support expanded initiatives effectively.

It will actively approach both existing and new clients with its full range of offerings, establishing mechanisms to gather client feedback, refining its solutions to meet emerging needs and address evolving concerns, positioning Digital Solutions for further growth and value creation moving forward.



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