

HMG Solutions Cloud Solutions

This year, Cloud Solutions reasserted its leading role in healthcare technology, driving growth and innovation in line with the goals of Saudi Vision 2030 and the Group’s strategic objectives. Our key achievements in 2024 reflect our commitment to enhancing healthcare delivery through digital transformation, positioning us as a pivotal player in the evolving healthcare landscape.

Our dedicated efforts enabled the successful completion of 28 projects, with an additional 32 underway. We also expanded our network by partnering with more than 70 international organizations and serving over 35 clients.

Driving E-Health transformation

Cloud Solutions is aligned with the goals of Saudi Vision 2030 and is committed to advancing the Health Sector Transformation Program’s E-health Initiative. We focus on enhancing digital transformation in healthcare by ensuring seamless access to patient records, enabling reliable health information sharing, and facilitating convenient remote consultations. By implementing advanced diagnostic tools and clinical support services, we continue to enhance patient care while streamlining operations across HMG’s hospitals and healthcare facilities.

By developing a unified electronic health file and completing the digital infrastructure for specialized centers, we empower HMG to adapt to the evolving demands of the healthcare landscape, ultimately enriching service quality and accessibility for patients.

Delivering value through innovation

By leveraging advanced systems such as electronic health records and telemedicine solutions, we have successfully streamlined operations and improved efficiency. This has reduced operational costs and optimized workflows, while enabling healthcare providers to focus on delivering high-quality patient care. Patients benefit from greater access to services and personalized care through remote consultations and real-time health data. In addition, predictive analytics and wearable devices provide instant alerts for potential health risks, enhancing measures in place for preventive care.

HMG’s commitment to digital transformation positions it as a pioneer in the healthcare sector, attracting strategic partnerships and fostering stakeholder confidence through improved operational efficiencies and patient outcomes.

Streamlining internal operations

To boost operational efficiency, we implemented the JIRA system, which centralizes all change requests within a single platform. This robust project management tool facilitates seamless integration with other applications, allowing for centralized document storage and improved collaboration across departments.

Advanced digital solutions

In line with our commitment to innovation, we launched several major initiatives this year, with one of our key achievements being the introduction of Ara’a, a survey platform designed to simplify the creation, distribution and analysis of surveys, enabling valuable insights from diverse audiences for data-driven decision making. Additionally, Cyclus DRG, a hub for Revenue Cycle Management functions, Radiory, our proprietary Radiology Information Systems and Picture Archiving and Communications System, and Qline, a queuing management system for patients, have reinforced our ambition to prioritize technology in healthcare administration.

During the year, we also implemented VIDA system in Aseer and Qassim, and in support of the Ministry of Health, we successfully converted two additional clusters comprising 25 hospitals into smart hospitals.

Our 2024 KPIs reflected the significant advances in technology we implemented and overall excellence of care we provided. Key achievements included enhancing AI-driven radiology capabilities, which significantly improved diagnostic accuracy for breast and thyroid ultrasounds, as well as introducing a voice-based AI tool to streamline documentation processes in our EHR system. To support HMG’s new hospitals and healthcare facilities, we have increased our staffing levels, ensuring comprehensive operational support. Furthermore, we remain committed to building international partnerships, actively pursuing strategic collaborations that enrich our service offerings and elevate the overall quality of healthcare delivery.

Empowering employees

At Cloud Solutions, we place employee development at the heart of our organizational culture. Our comprehensive training programs are designed to augment the expertise and capabilities of our workforce, ensuring that they are fully equipped to meet the evolving demands of the healthcare technology sector.

We provide a variety of opportunities that range from online courses and mentorship programs, focusing on both technical skills and leadership development. This commitment to training not only empowers our employees but also drives the overall success of our organization.

 **28**
projects completed
in 2024

 **65+**
Implemented VIDA
in MOH facilities



HMG Solutions Cloud Solutions (Continued)

Market analysis and trends

The healthcare technology landscape is rapidly evolving, driven by advancements in artificial intelligence, telemedicine and patient-centric solutions. At Cloud Solutions, we actively monitor market trends to maintain our competitive position and drive innovative strategies. Our leading position in the sector is reinforced through our commitment to integrating cutting-edge technologies, including AI-driven diagnostic tools and telehealth platforms that promote patient engagement.

Maximizing opportunities and achieving excellence

In 2024, we participated in key conferences and events in West Africa, Europe and China, and also arranged targeted business development trips to South Korea and India. These trips have further deepened our understanding of the current market, allowing us to identify key gaps and opportunities in the digital healthcare landscape across the Kingdom of Saudi Arabia and the wider GCC region. This proactive approach enables us to anticipate market shifts and adapt our services to meet the growing demand for efficient, accessible, and high-quality healthcare solutions.

Additionally, we supported HMG in launching hospitals and medical centers across more than seven locations in the Kingdom of Saudi Arabia, significantly improving access to quality patient care.

Our active participation in prominent exhibitions – including the Arab Health Exhibition, LEAP, GITEX Africa, GITEX Global, Global Health Exhibition and the China International Import Expo – reflects our dedication to collaboration and advancing healthcare technologies. These events serve as essential platforms for showcasing our cutting-edge solutions, engaging with industry leaders and fostering meaningful partnerships.

Award-winning performance

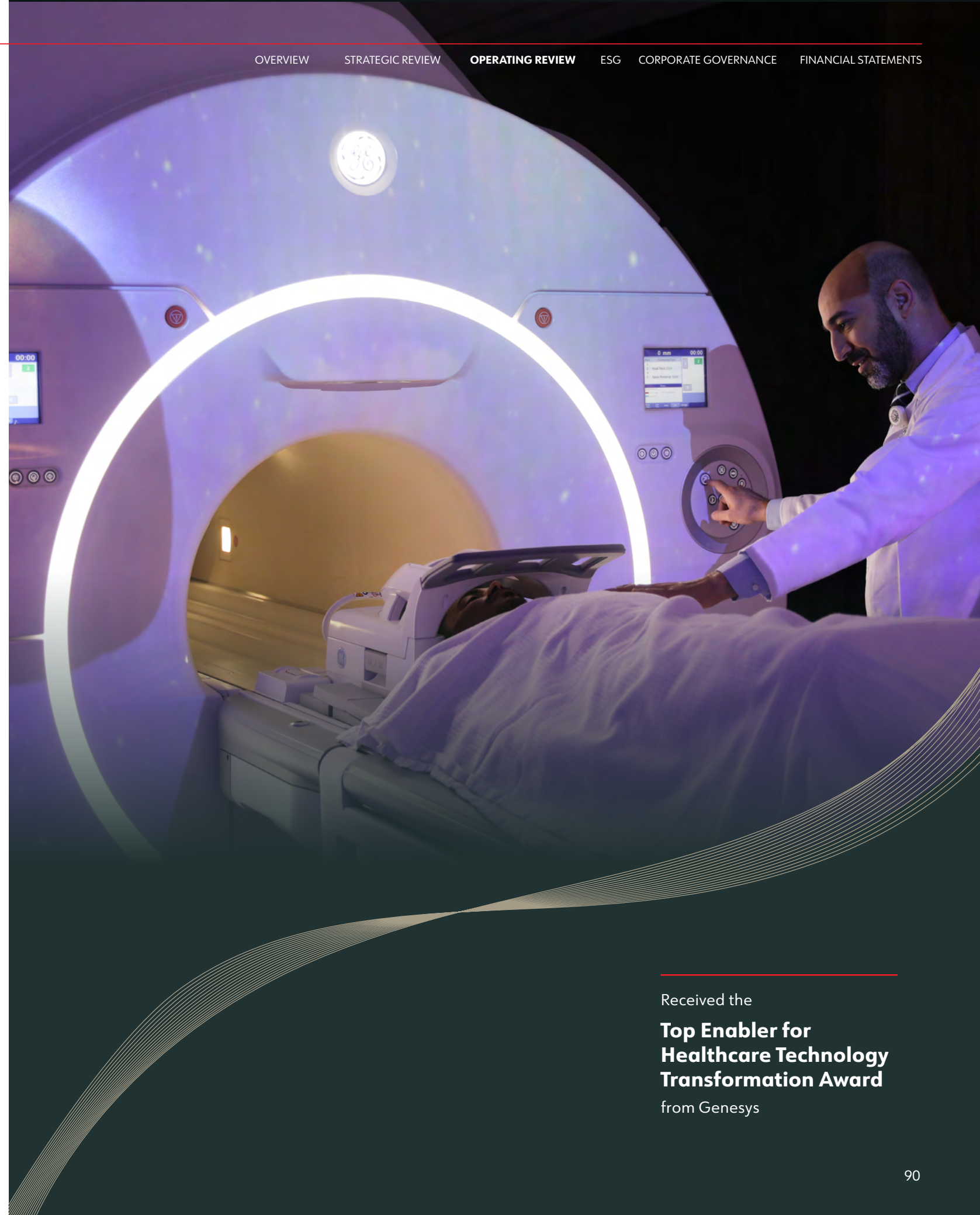
Our dedication to innovation and excellence was recognized as we received the International Finance Award for Innovation and Performance in Solutions, Products and Services. Cloud Solutions was honored with the prestigious Top Enabler for Healthcare Technology Transformation Award from Genesys, reaffirming our commitment to driving innovation in the healthcare sector.

Cloud Solutions in 2025

As we look forward to 2025, Cloud Solutions is poised to expand our global footprint across the wider GCC region, the Middle East and the United Kingdom. One of our major objectives is to develop advanced AI module capabilities, particularly in predictive analytics, to further enhance patient care.

In addition, we aim to leverage data from wearable health devices, alerting healthcare providers to potential health issues before they become critical. We will also identify and address gaps in our product offerings with innovative AI solutions and pursue strategic partnerships to broaden our service portfolio.

With a clear vision for the future, Cloud Solutions is committed to transforming healthcare delivery and improving patient outcomes, ensuring a healthier future for all.



Received the
**Top Enabler for
Healthcare Technology
Transformation Award**
from Genesys

HMG Solutions MD Labs

HMG's Medical Diagnostic Laboratories (MD Labs) had a remarkable year marked by strategic alliances, groundbreaking technology, exponential growth and greater community outreach. In addition, the Company's extensive network of 19 laboratories across all HMG projects ensured widespread access to diagnostic services, hitting a new record by generating more than 15 million tests in 2024. Furthermore, average wait times for laboratory tests were reduced from nine minutes to less than six minutes through its Swift Draw Program.

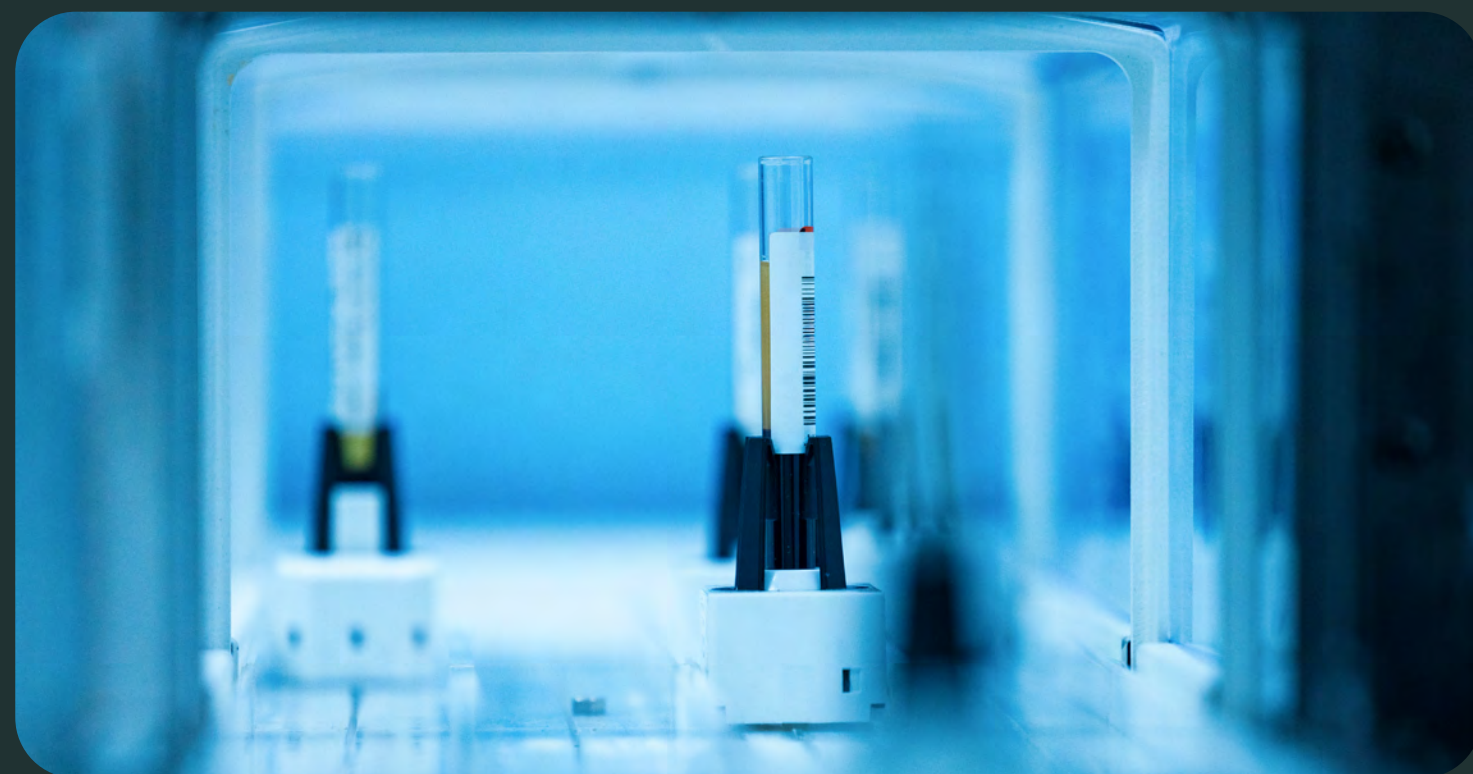
The outstanding achievements MD Labs made in 2024 are a true testimony not only to its success as a premier laboratory facilitator but also to its ambition to constantly grow and improve. New landmarks continue to be set each year and while the achievements have been remarkable, the Company's targets remain as ambitious as ever.

Technology-driven progress

MD Labs continues to adopt and apply world-leading innovation, including the implementation of next-generation sequencing technology for genomic testing to identify genetic disorders.

In line with our ambitions to increase the success rate of our IVF treatments, we partnered with a leading provider of medical devices, specializing in genomics and metabolomics. Our strategic collaboration led to a rise of 20% in the treatment's success rate compared to 2023.

This remarkable increase was largely driven by advancements in embryo culture and AI-assisted embryo selection, creating a better environment for growth, and identifying the most viable embryos for transfer. The breakthrough represents a major milestone in reproductive medicine and highlights the Company's dedication to providing innovative solutions for HMG's patients.



A new era of efficiency

In addition to extensive participation in commissioning one mega reference lab, one regional lab and five city labs, MD Labs pioneered the implementation of Energium, a technological breakthrough which has revolutionized laboratory operations in the Middle East, improving efficiency and accuracy.

By integrating Energium's technology into our workflow, the Company reduced human error and improved the overall quality of laboratory services. This automation not only accelerates the testing process but also ensures reliability, ultimately benefiting both healthcare providers and patients.

Furthermore, MD Labs' Swift Draw and Phlebotomy Reassessment Programs reduced average wait times for blood collection by a third, from nine minutes to less than six.

Contributing to HMG's success

As a major contributor to HMG's philosophy of providing the best-in-class care in the Kingdom, MD Labs supported developing updated medical guidelines, addressing physicians' scientific inquiries, adopting cutting-edge technologies, and guarding the patients' best interests based on evidence-based medicine.

Through administrative and clinical committees, we have overseen HMG's hospitals and medical centers laboratory operations, identifying areas for improvement, and implementing strategies to enhance the quality of services. In addition, our expertise was instrumental in the successful commissioning of HMG's new hospital projects, such as Fayhaa, Sahafa, Women's Health, KAEC Medical Center and Buraidah Medical Center.

As we continue to provide the most efficient and effective care to our patients and the most support to our colleagues, MD Labs measures its performance and the value we add to HMG through a rigorous set of ambitious criteria.

Operational excellence



10
New Clinical Standing Committees



98.62%
Turnaround Time (achievement of target)



+15m
Tests samples



99.57%
Test Accuracy



9.1 out of 10
Customer Satisfaction



7.9 out of 10
Staff Satisfaction



Pregnancy Rate per IVF Cycle:
20% increase



Number of IVF Cycles Conducted:
25% increase

HMG Solutions

MD Labs (Continued)

Recognition for our achievements:

Once again, MD Labs has contributed to the re-accreditation of HMG from the Association for Advancement of Blood and Biotherapies (AABB) and the College of American Pathologists (CAP). The laboratories have also successfully obtained Saudi FDA accreditation for Blood Bank Services, including Good Manufacturing of Products, all of which demonstrate MD Labs' commitment to quality management systems and international standards.

Our dedication to improvement was also recognized through two remarkable projects—the Phlebotomy Re-assessment Program (PRP), which was honored with the Ministry of Health's Quality and Patient Safety Award and Point-of-Care Testing (POCT). Both the PRP and POCT programs reached the semi-final stage of the HMG Quality Improvement Projects Award, demonstrating our commitment to continuous enhancement, and will also be competing at the national level for the Saudi Patient Safety Award and ADAA.

An innovative hub of talent and community pride

We pride ourselves on fostering a culture of innovation and excellence, driven by the incredible talent of our team. Our focus remains on creating a positive work environment that enhances employee satisfaction and development, which not only strengthens staff retention but also boosts operational efficiency and productivity.

Furthermore, our commitment to the people we care for and work with continued to grow this year. We organized workshops and laboratory tours to inspire young people to pursue healthcare careers and encouraged volunteers to take part in community health initiatives in partnership with the Social Responsibility Association.

We believe in supporting our employees beyond their professional roles. By investing in our people and their growth, we continue to lead as a center of excellence and innovation in the healthcare sector.

We also organized more than 70 workshops and awareness lectures across HMG and participated in various global medical campaigns, including Iron Deficiency Day, Patient Safety Day, World Blood Donor Day, Lab Day, and Breast Cancer Awareness Month to increase patient understanding and bring our communities closer together. In addition, we supported three major residency programs during the year – Clinical Pathology, Hematopathology and Clinical Biochemistry – to build competencies and future capacity in these key disciplines.

MD Labs in 2025

MD Labs contributes to the goals of Saudi Vision 2030 by increasing private sector participation in the provision of laboratory services across the Kingdom, which is one of the main focuses of the Health Sector Transformation Program (HSTP).

Having continuously strengthened our operations and embraced new levels of technical innovation, our strategic focus for 2025 is centered on expanding our services, enhancing efficiency, and improving customer satisfaction.

We plan to introduce a wider range of specialized and advanced tests to meet the evolving needs of our patients and healthcare providers, while implementing targeted awareness programs to maximize the benefits and applications of new services. In addition, the company strives to continue adopting the world's most cutting-edge laboratory technologies and optimizing its processes to significantly reduce Turn Around Times for test results, thereby contributing to faster diagnoses and enabling precise and effective treatment decisions.

MD Labs will also play a key role in the future success of soon to be opened HMG facilities, such as Muhammadiya and Al Kharj hospitals, further contributing to the Group's continued growth, innovation and customer satisfaction.

As ever, patient satisfaction and service excellence are paramount, and we are committed to delivering exceptional support and communication. By addressing patient and physician needs promptly and accurately, we will continue to exceed expectations and reinforce our reputation as one of the Kingdom's leading laboratory companies with outstanding staff and world-class facilities.

We have always recognized that our employees are our greatest asset and the driving force behind our success. To further their growth and expand the company's capabilities, we will continue to invest in their training and professional development in line with the latest healthcare advances and requirements.



Organised more than
70 workshops and awareness lectures
 in 2024

HMG Solutions

Home Healthcare

The Group's Home Healthcare Company (HHC) continued to broaden its services, bringing even more support to patients receiving treatment in the comfort of more familiar surroundings. In addition, highly experienced specialists using the most advanced diagnostic and monitoring equipment, with a more robust administration, have played major roles in increasing efficiency and effectiveness as never before.

As mobile and remote healthcare technology continues to evolve, HHC is at the forefront of providing treatment to patients across the Kingdom in the comfort of their own homes. We continued to expand the scale and scope of our operations in 2024, providing at-home services to our patients while freeing up bed spaces for others in need of hospital admissions.

HHC medical advancements

Catering to the treatment of patients who suffer from chronic vascular wounds and ulcers, we provided new extended services for our current wound care program, a common cause for home

visits. Using Doppler imaging, ultrasound monitoring applies sound waves to illustrate the health of blood flows into specific vessels. In order to ensure the maximum benefit to patients, we have the most highly qualified and experienced vascular surgeon consultants and wound nursing teams who operate the equipment and monitor and record the results.

In addition to Doppler imaging, specialist wound teams were deployed to provide podiatric services for diabetic foot care, a vital source of support to relieve pain and ensure that ulcers and lacerations are treated promptly and regularly.

**Raising the bar of home healthcare**

As well as our considerable clinical successes in 2024, HHC initiated a number of performance programs to maintain its outstanding patient satisfaction, minimizing appointment cancellations and delays. In addition, extensive staff workshops were held in coordination with the Human Resources department to improve staff satisfaction.

Our performance improvement program continued to raise the standards achieved in these key benchmarks, as well as driving enhanced performance across various medical and administrative metrics for patient insurance approvals and other key areas.

In line with our dedication to continuous improvement and the highest standards of care, we received JCI re-accreditations, a testament to our commitment of providing exceptional services to patients and increasing private sector participation in the Kingdom. These efforts also align with our broader objective to support Vision 2030's Health Sector Transformation Program (HSTP) goal of facilitating access to healthcare services by bringing quality care closer to home.

Delivering on our propositions

In 2024, we realized our ambitions to support essential oncology services, including chemotherapy and palliative care. This vital contribution to patients at home during one of the most vulnerable stages in their lives has proved to be a substantial factor in providing both dignified treatment and reassurance.

Similarly, in fulfilling our objective of activating a mobile laboratory unit, we have conducted a range of home-based laboratory tests with immediate access to the results. Furthermore, the introduction of our telehealth system has played a primary role in remotely monitoring vital signs and other health data, delivered directly to hospital physicians in real time.

Home Healthcare in 2025

Building on the success of another outstanding year of technological progress and an increased volume of home care for our patients, we are committed to advancing our reach and providing wider access to our services in 2025.

HHC has continued to provide invaluable benefits to patients who are either housebound or prefer to receive treatment in their own homes. This offers them tremendous comfort, allowing them to receive quality care in familiar surroundings. As our technology continues to evolve and specialist teams become more mobile, this service continues to play an essential role in a growing number of our patients' care.

HMG Solutions

Flow Medical

Flow Medical Company stands at the forefront of innovation, redefining the landscape of medical technology management and turnkey solutions. This was a pivotal year for Flow Medical, marked by substantial projects, strategic partnerships and a steadfast commitment to enhancing healthcare delivery.

Accelerating healthcare transformation

Flow Medical achieved remarkable milestones this year, highlighted by its selection by the Ministry of Health to lead the Al Salam Hospital Transformation Turnkey Project in Madinah's Healthcare Cluster. Located near the Holy Prophet's Mosque, the hospital has been transformed into a fully equipped facility offering primary and emergency care, ensuring it will be ready ahead of the holy month of Ramadan to meet the healthcare needs of Umrah pilgrims. Flow Medical oversaw every stage of the project, from design and construction to the integration of cutting-edge medical technology, demonstrating its expertise in delivering exceptional healthcare solutions.

Additionally, Flow Medical integrated advanced digital technologies across several of HMG's key facilities across Riyadh, Jeddah, KAEC, Buraidah and Qassim. These enhancements, combined with a patient-centered design philosophy, ensure that these best-in-class facilities cater seamlessly to the needs of patients and healthcare professionals alike, setting new benchmarks in quality care and operational efficiency.

Launching the Flow ACT Hub

2024 also marked the inauguration of the Flow ACT Hub, delivering 24/7 monitoring of medical biotech devices for healthcare providers in the Gulf region. This ensures optimal device performance and service continuity, supporting the delivery of seamless care to millions of beneficiaries.

Strategic partnerships for enhanced care

Flow Medical is dedicated to enhancing healthcare in the Kingdom of Saudi Arabia and is fully aligned with the Vision 2030's goals of delivering better care by advancing healthcare delivery and transformation. This year, we established strategic partnerships with Abbott Diagnostics and Fujifilm MEA, reinforcing our commitment to improving healthcare outcomes through innovation and collaboration.

Our partnership with Abbott Diagnostics focuses on optimizing the performance of their diagnostic equipment, reducing downtime, and extending the lifespan of critical technologies through our specialized maintenance services.

Similarly, our collaboration with Fujifilm MEA aims to revolutionize endoscopy care by integrating their cutting-edge solutions with our expertise in turnkey healthcare services. Together, we are enhancing the efficiency and functionality of endoscopy departments, improving infection control and creating a superior environment for both patients and staff.

Flow Medical Company in 2025

Flow Medical remains a trusted partner in transforming healthcare delivery across KSA. Our comprehensive 360-degree approach spans facility solutions, technology management and expert consulting, ensuring the delivery of high-quality care throughout the Kingdom and the region.

We are doing more than building state-of-the-art facilities – we are reimagining how healthcare is delivered. By continuously optimizing healthcare systems, improving patient outcomes and fostering trust within the medical ecosystem, we are shaping the future of the industry.

Taswyat Management

Taswyat Management Company continued expanding its services and leveraging its technical expertise to provide the Group with comprehensive Revenue Cycle Management (RCM). In 2024, the Company completed the final regulatory licensing requirements and insurance contracts for HMG's three hospitals and four medical centers in record time. It further ensured that all major insurance companies implemented the running policies at the onset of new branches. Despite the complexity and scale of the operations, Taswyat Management's highly effective and efficient operations played a major role in ensuring an uninterrupted patient flow.

Performance and growth

This year, Taswyat Management launched new initiatives to enhance its services by providing advanced actuarial analyses that offer valuable insights into financial and operational performance. These initiatives also include reviewing the findings and collaborating with HMG's stakeholders to implement the recommended improvements.

Taswyat Management finalized contracts with all insurance companies for HMG's three new hospital projects in Jeddah (Fayhaa) and Riyadh (Sahafa, Women's Health) in addition to its four medical centers (Narjis, Ghadeer, KAEC and Buraidah). This strategic move made significant contributions to the overall business by ensuring that the financials for both projects were streamlined from onset, setting a strong foundation for their successful launch.

Showcasing the Company's growth and efficiency in managing healthcare claims, Taswyat Management managed approximately 680,000 claims per month, representing a 20% increase from the previous year.

In order to ensure streamlined operations, Taswyat Management met and exceeded its primary KPIs in 2024, including turnaround time for policy creation, average number of rings per call to answer branch queries, turnaround time to finalize VAT invoices, turnaround time to finalize claim submission, turnaround time for collection and turnaround time to finalize reconciliation.

Taswyat Management Company in 2025

Looking ahead to 2025, Taswyat Management is building momentum towards a transformative year, aiming to capitalize on anticipated changes in the healthcare sector. These include the implementation of Diagnosis-Related Groups (DRG), the growing importance of value-based care and further advancement of primary care initiatives. These developments are set to revolutionize health economics, and Taswyat Management's strategic priorities and initiatives are designed to navigate and leverage these changes effectively.

By integrating cutting-edge technology and innovative solutions, Taswyat Management aims to maximize efficiency and streamline the entire RCM process, maintaining its position as a leader in the rapidly evolving healthcare landscape.

