Shared Services

2025 Highlights

Deployed Robotic Process Automation (RPA) across key back-office workflows, saving approximately 10,000 hours annually

Operationalized standalone branches to expand capacity and access

Commissioned a new Data Center to strengthen resilience and scalability

Elevated business continuity and legal awareness across employees (Successfully conducting DRT for 47 systems and BCT for 34 departments)

Advanced cost-efficiency (through contract negotiation) and resource optimization (paper/plastic and utilities) resulting in 8,265 kg of plastic recycling and 17,640 kg of Paper Recycling.

Improved workplace experience with targeted facilities and programs including establishing a new medical clinic at the Al Malaz building A stable engine for a faster bank.

In 2025, Shared Services continued to serve as the bank's operational backbone, modernizing core infrastructure, automating routine work, and hard-wiring continuity into everyday processes.

The focus was twofold

deliver tangible, bank-wide efficiency through automation and process optimization; and,

build the right foundations, facilities, platforms, and governance, to support growth with reliability and control

Automation that shortens the distance from request to resolution.

The division expanded RPA into high-volume, rules-based back-office activities, achieving 31 Fully Automated Processes and saving approximately 10,000 hours annually from 29 processes. Eight additional processes are currently in a Readiness Check phase.

This shift freed up teams to focus on higher-value tasks and improved handoffs across functions, positively impacting stakeholders' and customers' experience through faster execution and standardized outputs. Turnaround times for requests and reporting reduced from hours to minutes.

Infrastructure built for resilience.

Operating branches fully through digital channels gave the bank more capacity and flexibility in how services are delivered. In parallel, the new Data Center added a robust layer of resilience and scalability to support the bank's digital growth, strengthening operational continuity and readiness for future workloads. The continued operational stability of the New Data Center is confirmed. We have successfully executed our Annual Disaster Recovery (DR) activity by switching all our systems from the old data center (PDC) to the New data center (MDC).

Shared Services embedded stronger business continuity practices throughout the year, raising awareness, training teams, and aligning with legal and regulatory expectations. The Bank successfully conducted the annual Disaster Recovery Tests (DRT) for 47 systems and the annual Business Continuity Tests (BCT) for 34 departments, ensuring SAMA compliance and system robustness. BCM training was conducted in 4 sessions for 82 coordinators. The result is a culture that treats continuity and compliance as everyday disciplines, not emergency measures, so operations remain steady even as volumes and complexity rise.

Efficiency with a sustainability lens.

The division advanced initiatives that cut waste and optimize resource use, lowering reliance on paper and plastics and improving utilities consumption. We achieved significant reductions for existing contracts from negotiation with vendors. Resource optimization efforts resulted in the recycling of 8,265 kg of plastic and 17,640 kg of paper. Alongside that, workplace enhancements (including targeted facilities and programs) supported a healthier, more engaging environment for employees, reinforcing productivity, inclusion, and morale. This included establishing a new medical clinic at the Al Malaz building.

Shared Services will continue to scale automation, deepen system integration, and strengthen continuity governance, so the bank can operate with more speed, predictability, and control as demand grows. The next wave of automation will target key processes across operational areas, shared services functions, and select external units. These initiatives specifically drive cost optimization through reduced manual effort and operational overhead while replicating proven benefits such as faster turnaround times, improved accuracy, and enhanced customer experience. The through-line remains the same: simplify how work gets done, ensure the bank is always on, and keep improving the experience for employees and customers alike.