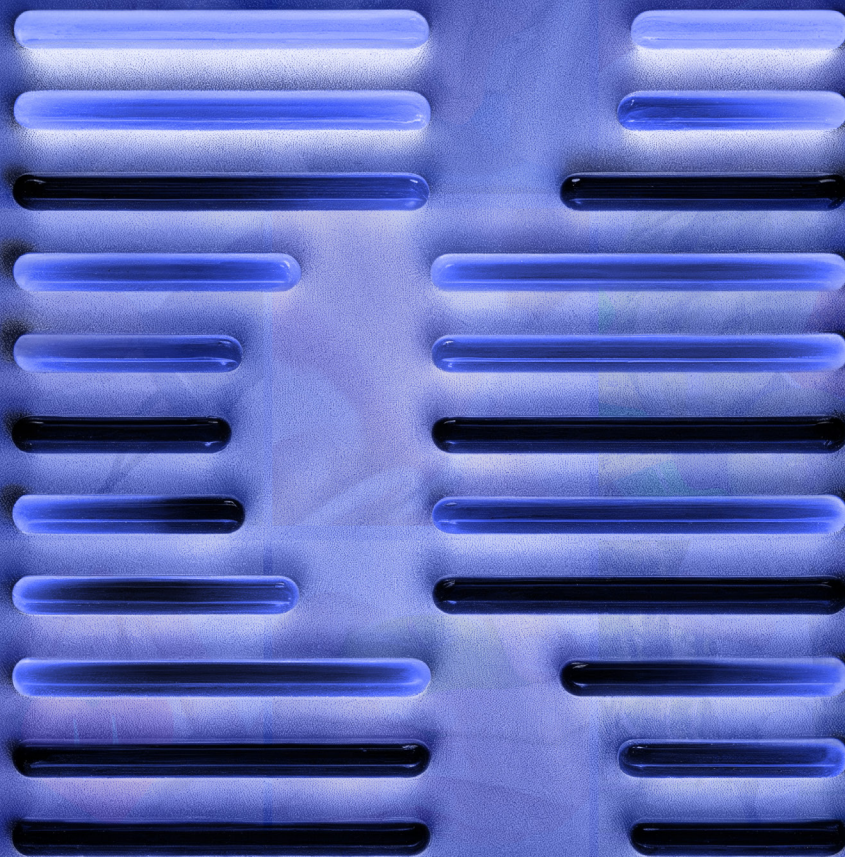


— Empowering People —

To Thrive In Health

2024 Achievements Report



بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

Custodian of the Two Holy Mosques

King Salman bin Abdulaziz Al Saud

May Allah Protect Him



His Royal Highness

Prince Mohammed bin Salman bin Abdulaziz Al Saud

Crown Prince Prime Minister

May Allah Protect Him



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01



Firstly

Introductory

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Introduction

In a year defined by digital transformation and empowerment, Lean Business Services reaffirmed its pivotal role in supporting and advancing the healthcare sector by delivering innovative digital solutions that elevate quality of life and enable individuals to access advanced, sustainable healthcare services.

This report presents our most significant achievements in 2024, highlighting the tangible impact of our digital solutions in enhancing healthcare efficiency, improving the beneficiary experience, and broadening the reach of our partnerships both locally and globally. It also reflects the progression of our strategic vision aimed at bolstering digital integration within the healthcare sector and highlights the opportunities we have harnessed to foster innovation.

Aligned with Saudi Vision 2030, Lean remained committed to adopting innovative technologies -such as artificial intelligence, big data analytics, and digital twin-driving transformative change in digital healthcare across the Kingdom.

In this report, we invite you to this journey with us through the milestones of 2024, as we reflect on the impact of our achievements and look ahead to a future shaped by continuous innovation and digital advancement.



We enable people to live healthier lives through digital innovations that enhance the quality of healthcare and well-being.





Message of the Chairman of the Board of Directors

AbdulAziz Hamad AlRamaih

I am pleased to present the Lean Annual Report for 2024, which reflects a year rich in accomplishments and significant progress in the digital healthcare sector.



Throughout this year, we have remained steadfast in realizing our vision of building a smart and sustainable healthcare ecosystem, placing innovation, digital integration, and effective partnerships at the core of our efforts to advance the sector's efficiency and development.

The year 2024 witnessed notable milestones across our areas of work. We deepened our investments in both local and regional markets, expanded the reach of our digital solutions in alignment with global transformations in healthcare, and diversified our revenue sources while evolving our business model to become more resilient, agile, and ready to meet future challenges.

These successes would not have been possible without the grace of God Almighty, the dedication of Lean team, and the strong cooperation of our partners in the healthcare sector.

I would like to extend my heartfelt thanks and appreciation to the members of the Board of Directors, the entire Lean team, and everyone who contributed to these achievements.

As we look ahead, we reaffirm our unwavering commitment to advancing our technologies, fostering innovation in healthcare solutions, and elevating the quality of services we deliver, all in pursuit of creating a meaningful and sustainable impact on the healthcare ecosystem in the Kingdom.

With God's guidance, we move forward -driven by confidence and determination- toward a brighter future for digital healthcare.

With my sincere regards,

Message of CEO **Mohanned Alrasheed**

I am pleased to present the Lean Annual Report for 2024, which reflects a year rich in accomplishments and significant progress in the digital healthcare sector.



On behalf of myself and the esteemed members of the Board of Directors at Lean Business Services, I am honored to present the company's most notable milestones and achievements in 2024, a year that marked a significant leap forward in our mission to drive digital transformation across the healthcare sector, in service of our nation and its ambitious vision.

From the outset, Lean has embraced its responsibility to enhance quality of life by delivering innovative digital solutions that align with the aspirations of Saudi Vision 2030. Our efforts are focused on improving access to healthcare services and boosting the overall efficiency and performance of the healthcare ecosystem. Today, we take pride in being a vital part of a transformative ecosystem, one that is reshaping lives through the fusion of technology and

healthcare and advancing the objectives of the Healthcare Transformation Program.

With God's grace, we look ahead to a new year filled with greater ambition and purpose, as we continue our journey toward excellence. We remain passionately committed to delivering impactful digital solutions that elevate the healthcare sector and contribute meaningfully to the sustainability and resilience of healthcare services in the Kingdom.



Overview of Lean

Lean Business Services is a pioneering Saudi company at the forefront of digital healthcare innovation. As a company under the Public Investment Fund (PIF), Lean is dedicated to achieving a sustainable impact on the quality of life by delivering innovative solutions and services that empower individuals across the Kingdom to access advanced healthcare.

As **the digital enabler of the healthcare sector** in Saudi Arabia, Lean leverages advanced technologies such as artificial intelligence, big data analytics, and machine learning to transform the way healthcare is delivered, managed, and experienced.

Driven by a mission to enhance well-being and improve healthcare efficiency, Lean plays a pivotal role in advancing the Kingdom's healthcare ecosystem. The company's contributions extend from optimizing healthcare operations to elevating the standard of care provided to citizens and residents alike.

Guided by an ambitious vision rooted in innovation, impact, and empowerment, Lean continues its forward-looking journey toward a smart and integrated digital healthcare future. By aligning smart technologies with sector-specific needs, Lean strengthens sustainability and elevates the quality of healthcare services both within the Kingdom and across the region.



Lean is the
digital enabler of
the healthcare
sector.



Lean's journey

Lean .. A journey of enablement



Development

2018-2019

We developed national platforms and solutions that generate tangible value, transforming smart solutions into a reality that elevates the efficiency of the healthcare sector.



Integration

2019-2020

systems began speaking a unified language, an integration that effectively supports patients, practitioners, and healthcare facilities alike.



Initiatives

2020-2021

We developed proactive solutions to confront the coronavirus, enabling and reinforcing the healthcare sector in its vital mission.



Expansion

2021-2022

With new horizons and renewed partnerships, we became part of every digital healthcare success story in the Kingdom.



Enablement

2022-2023

We deepened our impact through solutions that enhance operational efficiency and elevate the quality of healthcare performance, while continuing to integrate systems that serve both patients and practitioners alike.



Sustainability

2023-2024

We broadened our strides toward the future, focusing on sustainable innovation and building partnerships that drive lasting success and strengthen the sector's readiness to adapt to global healthcare transformations.

Members of the Board of Directors



Eng.

AbdulAziz Hamad AlRamaih

Chairman of BoD



Mr.

Abdulrahman Abdullah AlAiban

Board Member



Eng.

Fahad Mohammed AlShebel

Board Member



Dr.

Shabbab Saad AlGhamdi

Board Member



Mr.

Raid Abdullah Ismail

Board Member



Mr.

Sultan Musa

Board Member

Executive Management



Eng.
Mohammed Alrasheed
CEO



Mr.
Faisal Alyemni
Chief Shared Services Officer



Dr.
Ibrahim AlQusayer
Chief Legal and GRC Officer



Mr.
Ahmad Alisa
Chief Financial Officer



Mr.
Abdullah Mohammed Al Muqri
Chief Strategy Officer



Mr.
Fahad Alsaawi
Chief Data Officer



Mr.
Nasser Alanazi
Chief Business Solutions Officer



Mr.
Saeed AlGhamdi
Chief Information Officer



Eng.
Marwan AlBalawi
Chief Digital Health Officer



Mr.
Khalil Alabdulwahab
Chief Commercial Officer



Mr.
Abdulelah AlHarbi
Chief Operation Officer

Executive summary



In 2024, Lean Business Services sustained its exceptional performance in driving the digital transformation of the healthcare sector, delivering innovative technological solutions that prioritize beneficiary needs and enhance the overall efficiency of healthcare ecosystem. This year marked a significant expansion in the range of services offered and deeper integration with partners across the healthcare sector.

A series of new digital services were launched, empowering individuals and healthcare practitioners to access care with greater efficiency, reliability, and convenience. Lean also continued to strengthen its financial planning and analytical capabilities, implementing robust risk assessment models to ensure long-term operational sustainability and performance excellence.

On an internal level, the company has focused on developing the work environment and encouraging a culture of enablement, which has resulted in increased employee satisfaction and improved team efficiency. Lean's strategic investments in technical infrastructure and expansion of operational capacity yielded tangible outcomes, contributing to a significantly enhanced beneficiary experience.

2024 represented a pivotal milestone in Lean's journey, marked by strategic partnerships and transformative initiatives that reinforce its commitment to Saudi Vision 2030 and the development of a fully integrated, digital healthcare future.

Looking ahead, Lean remains dedicated to strengthening its role as a trusted national partner in developing digital healthcare, driving integration, advancing digital solutions, and creating meaningful impact in the lives of individuals and communities across Saudi Arabia.



Overview of prominent achievements in 2024



Lean's participations

01

Q1
January-March

Platinum sponsor of the LEAP 2024



Conference, where Lean showcased its most prominent digital health solutions through the "Fares's Journey" experience.



Participating in dialogue sessions organized by the Center of Digital



Entrepreneurship that focused on health technologies.



مركز ريادة الأعمال الرقمية
CENTER OF DIGITAL ENTREPRENEURSHIP

Participating in the Saudi Model of Care



Forum, sponsored by His Excellency the Minister of Health, where Lean reviewed the role of the digital twin in activating the modern care model using artificial intelligence.



Strategic steps toward the future

02

Q2
April – June

LAUNCHING THE 2028 LEAN



Strategy, which promotes
innovation in digital
healthcare transformation.



SIGNING A PARTNERSHIP AGREEMENT WITH JOHNS HOPKINS



to enhance digital medical
.research



OBTAINING ACCREDITATION FROM IHACPA



as a provider of the
Diagnostic Related Groups
(DRG) system engine, making
it one of the first companies
globally in this field.

Obtaining ISO 9001 and 10002



certifications to enhance
quality management and
customer experience.



Launching the fourth edition of the "Bejadara"



program to qualify future
talent.

02



International expansion and strengthening relationships

VISITING AMAZON IN WASHINGTON, AND GOOGLE HEALTH IN LONDON



to enhance collaboration in .digital healthcare



PARTICIPATING IN THE 6TH SAUDI INTERNATIONAL VACCINATION



Forum and displaying digital vaccination solutions.



VISITING KING'S COLLEGE LONDON AND THE CRISP CENTER IN COLOMBIA



to exchange knowledge on innovative health solutions.





Enabling the healthcare sector with digital transformation

03

Q3

July – September

Linking Yamamah platform to the Unified Health Record



providing an integrated view
of population health

يمامة
Yamamah



Launching the digital twin via Sehhaty app



as a smart solution for
proactively monitoring
individual health.

صحتي
Sehhaty



Transferring "Wasfaty" data to the nphies platform



with more than 48 million
transactions.

نفيس



Launching the annual leave service via Seha platform



to facilitate healthcare human
resources management
processes.

صحة
Seha



Launching the capacity and demand service via Seha platform



to enhance effective medical
resource planning.

03



Global expansion and influence

PARTICIPATING IN KUWAIT



to showcase its latest products in digital healthcare transformation.



Participating in NHS ConfedExpo 2024 in Manchester



as part of the largest health-care platform in the United Kingdom.



Participating in ISPORE EUROPE 2024



to highlight its research on strategies for adopting tele-health in Saudi Arabia





Influential international participations

Q4

October – December

LEAN WAS THE MAIN SPONSOR OF THE GLOBAL HEALTH



presenting its latest solutions in digital healthcare transformation.



PARTICIPATING IN THE FIRST FORUM OF HEALTH AND SAFETY IN HAJJ



to support the quality of healthcare for pilgrims.



PARTICIPATING IN THE AMERICAN MEDICAL INFORMATICS (ASSOCIATION (AMIA



highlighting the latest health technologies, seeking to enhance global community health.



PARTICIPATING IN THE FOURTH GLOBAL HIGH-LEVEL MINISTERIAL MEETING ON ANTIMICROBIAL



Resistance to display digital solutions to address global health challenges.



Fourth Global High-Level Ministerial Conference on Antimicrobial Resistance
المؤتمر الوزاري الرابع رفيع المستوى
عن مقاومة مضادات الميكروبات

PARTICIPATION IN "CPHI MIDDLE EAST" EXHIBITION



To explore the potential of artificial intelligence in drug development.



04



Acknowledgements and partnerships

RECEIVING THE ZIMAM



Digital Health Award for Best
Digital Healthcare Organiza-
tion for 2024.



HONORING LEAN AMONG THE LEADING



technology companies in
empowering women in the
technology sector.



MAKING A PARTNERSHIP WITH TAMEENI



to evaluate insurance
offerings for healthcare
practitioners through Anat
platform.



MAKING A PARTNERSHIP WITH TAWUNIYA



to offer healthcare practi-
tioner insurance purchases
through Anat platform.



Lean in 2024



Figures measure success

Seha platform

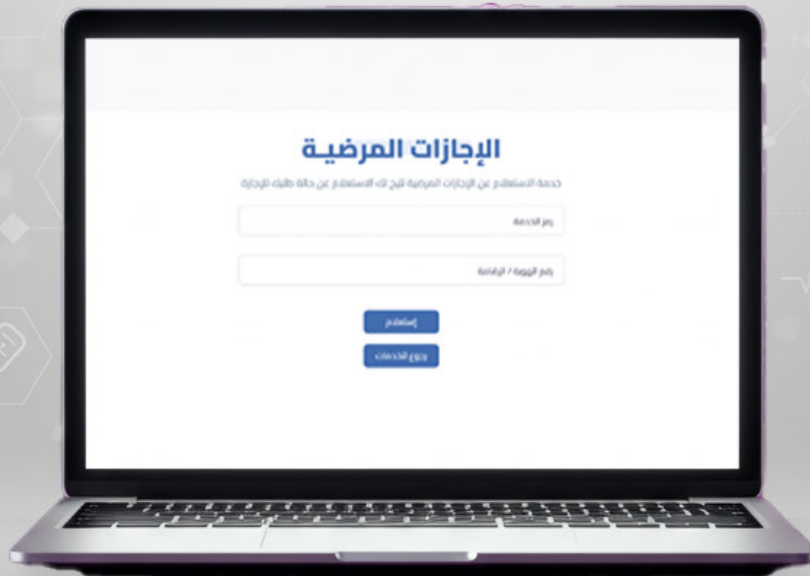


صحة
Seha



 **230**
million operations
since establishing the
platform.

 **172**
thousand licenses
to practice the profession
for practitioners.



 **4,051**
licenses for healthcare
facilities.

 **13**
thousand registered
facilities.

 **380**
thousand users

 **1,500**
circulars issued to healthcare
facilities.

Sehhaty app



صحتي
Sehhaty



10

million appointments completed

(remotely) reducing pressure on hospitals.



2,2

million immediate consultations completed

providing prompt, no-waiting healthcare.



40

million vital sign readings

enhanced individuals' ability to monitor their health.



أنية
Anat

Anat platform

+
500

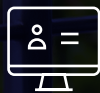
thousand registered
healthcare practitioners.

**28%**

increase in the number of
registered healthcare practitioners
compared to 2023.

+
55%

growth in active users.

**87%**

user satisfaction rate.

يمامة
Yamamah

Yamamah platform

+
32

million individuals covered by
health data.

**60%**

clinical data completion rate

+
9

major national data sources
integrated, including nphies
platform.

رصيد

Teleradiology



70⁺

government hospitals included after service expansion.



28%

health centers have activated ultrasound imaging services.



RSD system



99%

compliance rate for factories.



96%

compliance rate for agents.



1,2⁺

billion medicine boxes corrected.



17⁺

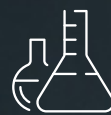
billion medicine units registered in the system.



63%

reduction in medicine shortage reports after transitioning to the supply and demand service.

Ayenati Platform

عينتي
Ayenati+
1,364healthcare centers connected
to the platform.+
101

reference laboratories.

+
1.37

million beneficiary patients.

+
4.9

million samples processed.

+
18.5

million medical examinations.

+
2.6million laboratory requests
completed.

These figures
represent a
testament to the
continued progress
in developing
digital health
services, achieving
greater operational
efficiency, and
enhancing the



02



Secondly

Strategic

Chapter

Strategic Direction (2024-2028)

Strategic Determinants

Vision

Mission

Strategic Pillars

Strategic direction of Lean (2024-2028):

Over the past seven years, Lean has progressed through several strategic phases beginning with its establishment and the groundwork for innovation in the digital health sector, followed by a phase of centralization and service quality improvement, then shifting focus to financial sustainability and growth, and now entering its current phase marked by expansion and a wider impact across health and quality of life domains.

During 2024, Lean began a new chapter in its journey,

based on its ambitious strategy “Lean... A journey of enablement” through which it seeks to maximize impact, expand services, optimize data utilization, and enable digital transformation in the healthcare sector.

This strategy was not developed in isolation from the transformations within the sector; rather, it stems from comprehensive market analysis, benchmarking against leading global companies, a thorough understanding of beneficiary needs, and alignment with the goals of Saudi Vision 2030.

Strategic determinants:

The main determinants shaping the company’s strategic direction in the coming years include: a continued focus on the healthcare sector, alongside a planned expansion into emerging fields such as life sciences and quality of life.



Focusing on healthcare sector



with planned expansion into new sectors, such as life sciences and quality of life.



Integrating with the private sector



rather than competing, to enhance collaboration and support the healthcare sector’s digital infrastructure.



Maximizing impact versus profit



Focusing on providing sustainable value-added solutions that enhance the quality of healthcare.



Balancing products and projects



by investing in existing products and developing innovative solutions that meet market needs.



Vision:



**We drive innovation to
empower healthier lives.**



Mission:



**To pioneer health
and quality of life**

through innovative solutions
and services that proactively
empower the community toward
a longer, healthier life.

Strategic pillars:

To realize Lean's vision, **six strategic pillars** have been established as the foundation for its growth and development in the coming years.

Strategic
pillars



Empowering the healthcare sector:



Lean aims to deliver platforms and comprehensive solutions that enhance the efficiency of healthcare services and provide intelligent solutions tailored to diverse beneficiaries. This includes advancing digital integration across healthcare systems such as Sehhaty, Anat, Seha, and Raqeem, as well as improving medical billing and Tarmeez (unified medical coding)

01

صحتي
Sehhaty



صحة
Seha



أنات
Anat



رقيم
Raqeem



Optimizing data:



Lean leverages integrated data to empower decision-makers, enhance operational efficiency, and enable organizations to make more accurate and proactive decisions through solutions such as the Yamamah platform. Additionally, Lean offers data as products and services, aiming to maximize impact and support long-term sustainability.

02

يمامة
Yamamah



Promoting innovation and advanced technologies:



Innovation remains a cornerstone of Lean's strategy, with continuous development of advanced solutions such as artificial intelligence and proactive technologies like digital twin. Lean is also introducing systems that automate medical documentation and enhance the operational efficiency of the healthcare system.

03



Business agility and efficiency:



04

Lean is committed to achieving operational excellence by optimizing product development cycles, enhancing customer experience, and responding swiftly to evolving market demands. The company is also focused on building a flexible business model that supports continuous performance improvement and aligns with the dynamic needs of the healthcare sector.



Growth and expansion:



05

Through strategic partnerships at both local and international levels, Lean is expanding its footprint to support the Kingdom's digital transformation goals. These collaborations are instrumental in broadening service coverage and delivering added value to a wider range of beneficiaries.



Localization and talent development:



06

Lean invests in Saudi talent by enhancing local content, launching advanced training programs, and attracting professionals in technology and digital health. The company aims to double its workforce in the coming years while cultivating a work environment that fosters innovation, creativity, and professional growth.

Towards a more impactful future



As Lean enters a new stage of expansion, it aims not only to grow, but to deepen its impact on the healthcare sector. By building a strong and integrated digital infrastructure, Lean seeks to lead the digital health field by driving innovation, supporting smarter healthcare systems, and contributing meaningfully to enhancing quality of life across the Kingdom and the wider region.

03



Secondly

Strategic

Chapter

Strategic Direction (2024-2028)

Strategic Determinants

Vision

Mission

Strategic Pillars

Main units and their prominent achievements

Data Services Unit

Headed by Mr. Fahad AlSaawi

Unit description and function:

The Data Services Unit is concerned with developing and analyzing data and artificial intelligence to support decision-making and improve healthcare services. This is achieved by providing advanced solutions that include governance, analytics, and data engineering, transforming data into assets of economic value.

Achievements:



Enhancing data security

through the protection of personal data and the classification of over 36,000 data columns.



Improving data management efficiency

by automating access permissions and managing more than 1,180 columns within the Data Warehouse (DWH).





Supporting operations

by handling over 728 internal data requests and 495 external data requests, ensuring smooth and efficient operations.



Participation in specialized conferences and dialogue sessions

covering the fields of artificial intelligence, digital health, and advanced technologies, such as:

Data request processing

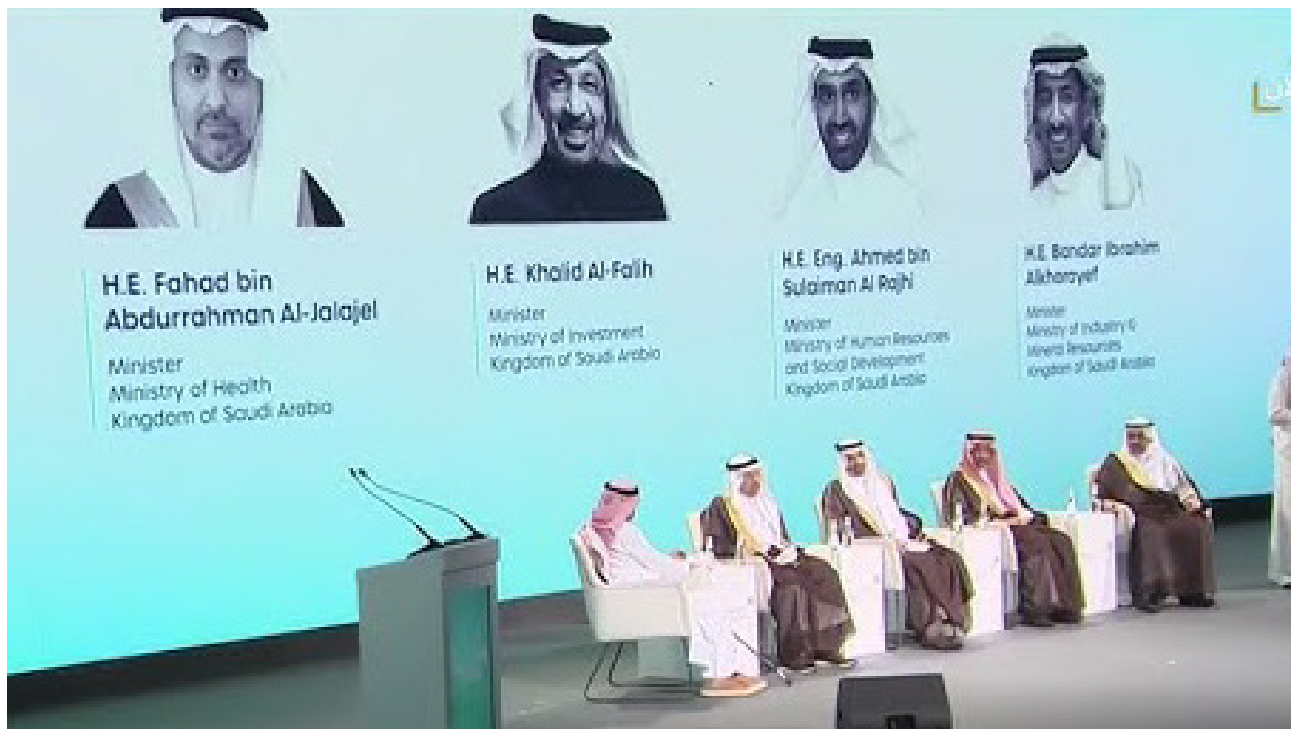
728

internal data requests



495

external data requests



Population Health Conference 2024



**GLOBAL CONGRESS ON
POPULATION, HEALTH
AND DEVELOPMENT**
21-24 October 2024-Cairo, Egypt



CPHI Middle East Exhibition



The 9th National Quality Conference





ISPOR Saudi Arabia Conference



The 6th Saudi Vaccination Forum

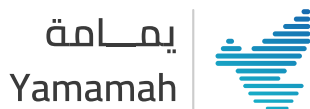




The 5th MENA Telehealth & Virtual Care Expo

**5th MENA Telehealth
& Virtual Care Expo**
Establish Strategy & Partnerships

Launching and developing key products, such as:



Yamamah platform

for monitoring population health, which was piloted in 20 health centers.



AXN

the first advanced data analytics marketplace, was officially launched at LEAP 2024.



Tarmeez

a unified medical coding platform, was officially launched at the Global Health Exhibition 2024.



Heem

platform for facilitating connectivity and integration between health services.



Hulool platform

for analyzing healthcare capacity and needs, with its first version launched in 2024.



Business Solutions Unit

Unit Description and Function:

The unit is dedicated to the development of digital products and services within the healthcare sector, delivering innovative solutions that drive operational efficiency, elevate the digital user experience, and promote the sustainability of healthcare services. It also plays a critical role in automating key processes and ensuring consistent integration across digital platforms, thereby empowering healthcare providers to deliver more effective, high-quality care.

Business Enablement Department

Achievements:



Strengthening the "Hesn+" system

to combat infectious diseases, with the number of monitoring operations in intensive care units exceeding 6 million



Developing the National Vaccination Register (NVR)

with 130 million vaccinations registered.



+6

million monitoring operations

in intensive care units to combat infectious diseases.



Improving Mawid system

70 million appointments have been processed since 2023, unifying booking channels across healthcare facilities.



Managing healthcare facility readiness through "Mostaid"

with more than two million reports to support the continuity of service provision.



Expanding newborn screening services

resulting in the issuance of 656,000 health reports.



Enhancing the sick leave system

Over 50 million electronic sick leaves were issued, helping improve procedures and enhance the reliability of health reports.



Developing Amanat system

in partnership with the Ministry of Municipalities and Housing to ensure health checks for workers, with 3 million health reports.

+70

million health appointments

.arranged since 2023



+2

million reports

on healthcare facilities' readiness



656

newborn health reports.



50

million electronic sick

leaves issued.



3

million health reports

issued to workers.



Developing Wafid system

for managing medical examinations of expatriates, with 18 million procedures completed, which helped regulate the entry of medically fit workers into Gulf Cooperation Council countries.



Launching a residency inspection service

In cooperation with the Ministry of Interior, 3.8 million health reports have been automated since 2023, enhancing the reliability of health reports for expatriates.



Expanding the scope of driver's license inspections

by issuing 4.5 million medical reports since 2023, which has contributed to increased road safety.



Launching the Healthy Marriage Screening Service.

900,000 tests have been conducted to reduce the incidence of genetic and infectious diseases among spouses.



Providing pre-entry school screening

to ensure children's vaccinations and health screenings are complete, with 1.5 million health reports issued.

18

million procedures

related to medical examinations for expatriates.



3,8

million health reports

have been automated since 2023.



4,5

million health reports

for driver's licenses have been issued since 2023.



900

thousand

premarital tests



1,5

million health reports

of pre-entry school screening



Developing a weapon screening service

to ensure their health eligibility, with 30,000 medical reports since 2023, enhancing community safety.



Launching a food delivery medical report service

to ensure their health, with 300,000 medical reports.

30

medical reports

on the health eligibility of gun owners have been issued since 2023.



300

thousand medical reports

for food delivery representatives.

▪ Business Efficiency Department:

Achievements:



The operational reporting service through the RSD system,

which helped increase factory compliance to 99% and agent compliance to 96%.

After working on the operational reporting service through the RSD system



The supply and demand service,

which led to a 63% decrease in drug shortage reports.

99%

Factory compliance rate

96%

Agent compliance rate

63%

reduction in medicine shortage reports after launching the supply and demand service.

■ Platforms Department:

Achievements:



Enhancing user experience

by redesigning and upgrading user interfaces, as well as strengthening login and electronic authentication mechanisms.



Establishing a dedicated call center

to assist users, ensure quicker responses to their needs, and support transformational growth and expansion efforts aligned with increased focus on beneficiary care.



Boosting operational efficiency

through technical enhancements to integration and interaction systems among related platforms and services.



Strengthening communication with beneficiaries

by improving digital communication tools such as notifications and targeted nudging strategies, which led Sehhaty app to exceed two million app store ratings, making it the first government app to reach this milestone.



Advancing automation

by introducing new systems that minimize manual input and increase operational accuracy and efficiency.



Promoting public health

Throughout the year, Sehhaty app adopted a proactive health approach by offering services that promote individual well-being.



Launching innovative services

by creating advanced solutions such as digital twin, integration with medical devices, and smart watches. Additionally, rolling out services in collaboration with the private sector to cater to various user segments, including healthcare practitioner insurance services.



The platforms were awarded the World Summit Award in the Health and Well-being category,

recognizing their contribution to enhancing the quality of digital healthcare services.

2

صحتي
Sehhaty



مليون تقييم

million ratings on app stores for
Sehhaty" app
becoming the first government
application to achieve this



The platforms were honored
with the World Summit Award
in the Health and Well-being
category, in recognition of their
role in enhancing the quality of
digital healthcare services.

الوحدات الرئيسية وأبرز إنجازاتها

Digital Health Unit

Unit description and function:

The Digital Healthcare Unit creates innovative digital solutions that improve healthcare quality and enhance the beneficiary experience. It focuses on analyzing and developing digital products while providing a comprehensive technical infrastructure that supports efficient and sustainable digital transformation in the healthcare sector.

▪ Digital Care Department

Achievements:



**NHS Manchester
Conference 2024**



**ISPOR Europe Conference
2024 in Barcelona**

Participation was via a research poster on strategies to enhance the adoption of telehealth services.



The First Forum of Health and Safety in Hajj



held in Mecca under the patronage of His Royal Highness Prince Abdulaziz bin Saud bin Naif, Minister of Interior.

▪ Launching and developing digital products:

رقيم
Raqeem



Supporting the launch of Raqeem platform in many

through field support, training, requirements gathering, and system setup.

Conducting field visits to Raqeem platform projects across public and private sectors

to collect requirements and enhance the user experience.

Product presentation at conferences and exhibitions:

Telemedicine

Attending the “LEAP 2024” and ISPOR Europe 2024 conferences to explore service adoption strategies.



Teleradiology

AI technologies in teleradiology
Showcased at the LEAP 2024 conference.



Raqeeb:

Participated in the annual meeting of narcotics pharmacists and the annual IHOP conference to highlight the role of pharmacists in the digital health sector.



Electronic Prescription

Presented at the LEAP 2024 conference, focusing on the role of prescriptions in the patient's therapeutic and preventive journey.



▪ Unified Health Record Department:

Achievements:

Representing the project in international and regional forums:



Launching and developing healthcare registration system

to support digital integration within the healthcare sector.



The 4th Digital Health Forum

Under the authority of the United Nations General Assembly in New York.



ZIMAM Digital Health Week

As part of the Gulf eHealth Workforce Development Conference.

Zimam
Developing Careers
in Digital Health



Commercial Sector Unit

Unit Description and Function:

The Commercial Sector leads Lean's sustainable growth by establishing long-term strategic partnerships, managing stakeholder relationships, and identifying business opportunities to strengthen the company's local and global presence. It also enhances commercial performance and ensures excellence in business practices through strategic planning and analysis.

■ Business Enablement Management

Achievements:



Active participation in international conferences and forums

to strengthen Lean's presence in the healthcare and technology sectors. Notable participation includes:



Participation in each of the following:

01

Global Health Exhibition
2024



02

LEAP 2024
Conference



03

NHS Forum
2024



04

Public Investment Fund
Forum



05

Future Investment
Initiative



06

Dubai Health
Forum



Exploring business opportunities in new markets

through international visits to: China, Kuwait, Oman, and Egypt, with the objective of assessing potential opportunities without announcing existing business ventures.



Achieving wider exposure to products and services

by expanding into target markets and boosting brand awareness.

Operations Unit

Unit Description and Function:

The unit is tasked with ensuring the efficiency and continuity of operational services by overseeing performance, enhancing the beneficiary experience, and supporting the integration of healthcare systems. Its duties also include managing customer support, tracking compliance, and optimizing operational processes to deliver integrated and effective digital services.

■ Health Operations Department

Achievements:



Increasing the number of diagnostic cases using artificial intelligence

within the National Teleradiology Platform by 35.47%.

ألف
Anat



Launching Anat access service for radiologists.



increase in the number of AI-based diagnostic cases within the National Teleradiology Platform



Launching Raqeeb service

In 775 government and private facilities.



755

government and private facilities

have Raqeeb service.



Expanding the reach of Raqeeem system, and launching Shefa (Health Informatics System)

including health centers associated with prisons and the Ministry of Defense.



80

laboratories

using Ayenati app.



Launching Ayenati in more than 80 laboratories

and developing the sharing of order updates with Sehhaty app.



Developing integration between Raqeeem service and telemedicine

to facilitate appointment scheduling.



Launching Anat health practitioner insurance service.

▪ Business Operations Department:

Achievements:



Correcting the data of more than 10,000 healthcare facilities on Seha platform

to align with official classifications.



10% improvement has been achieved in the Seha platform's user experience index.

compared to 2023, and the percentage moved to the "advanced" level by 85%.



Sehhaty platform qualified for the finals of the Best Patient Experience Award.



Regulating the issuance of sick leave

by limiting service access based on the facility's license type to minimize fraud.



Maturity of Digital Experience

Improving the digital experience maturity of Sehhaty platform by ranking seventh in the Digital Government Authority's indicators.

+10

healthcare facilities has been

corrected on Seha platform

10%

improvement rate

85%

final rate



The digital maturity of Sehhaty platform achieved seventh place in the Digital Government Authority's indicators.

▪ **Operational Excellence Department:**

Achievements:



Developing 10 analytical dashboards
to support data-driven decision-making.



Covering 80% of product reports
to ensure transparency and improve operational performance.



▪ **Customer Care Department:**

Achievements:



Launching a Feedback Management System (FMS)
To analyze customer feedback and convert it into actionable improvements, enhancing customer satisfaction and loyalty.

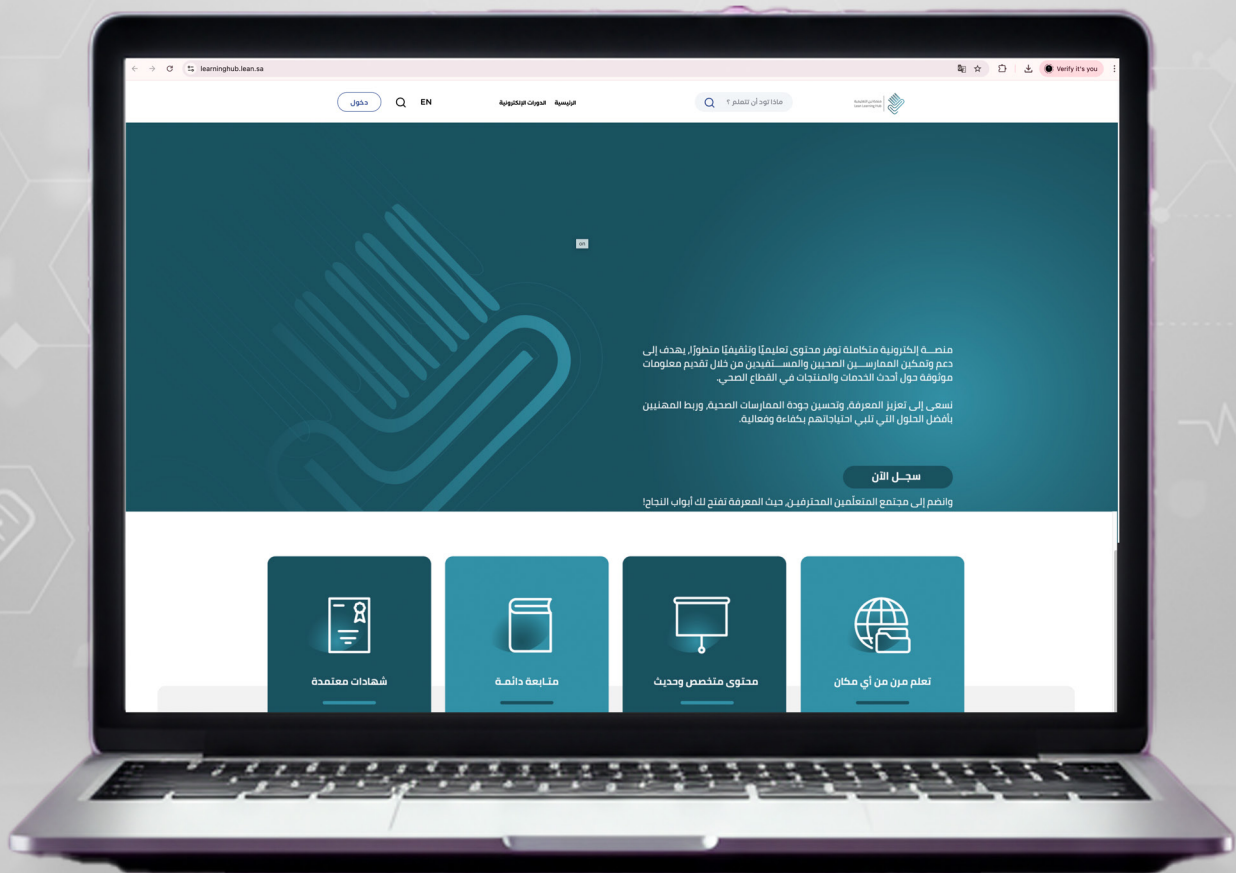




Unifying and updating the content of the Lean Learning Management System (LMS)



to offer a cohesive learning experience aligned with product identity.



Building a CRM system

to manage customer interactions and boost satisfaction.



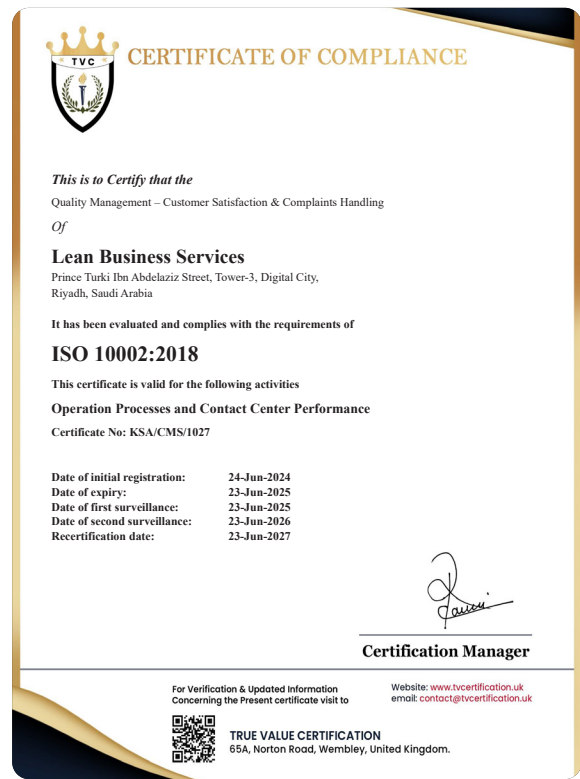
Launching Anat call center.

to support platform users and deliver immediate solutions to their challenges.

Obtaining three international certifications:

01

ISO 10002 certification for Customer Complaint Management



02

ISO 9001 certification for Quality Management Systems



03

**COPC certification for
Customer Service Center
Performance Standards**



■ Integration Operations Department:

Achievements:



Upgrading the sick leave service to version 4

with 90% of clients transitioned to the new version to enhance speed and efficiency.



Achieving a 99% success rate in practitioner registry services

By optimizing service performance and reducing operational errors to less than 0.5% daily.



Launching enhancements to RSD System

by introducing a reporting feature using the operating number, aimed at simplifying reporting processes and reducing stored data volume.

90%

of clients

transitioned as part of the sick leave upgrade process

99%

success rate for practitioner registry services

0,5 -

daily operational error rate

رصد

Information Technology Unit

Unit Description and Function:

The IT unit oversees the implementation of the technology strategy, ensures the efficiency of the digital infrastructure, and compliance with cybersecurity standards, while managing technical requirements and business continuity.

Achievements:



Automating the software development lifecycle

to improve product quality.



Modernizing the development environment and advancing technical team skills

through specialized training programs.





Reducing technical debt and enhancing code quality

by applying advanced strategies.



Obtaining ISO 20000 certification

to ensure the delivery of high-quality technical services.



Acquiring CMMI Level 3 certification

demonstrating organizational maturity in software development.



Finance Unit

Unit Description and Function:

The Finance Unit is responsible for financial planning and treasury management to ensure sustainability, improve spending efficiency, and support decision-making through accurate financial analysis and reporting.

Achievements:



Enhancing financial analysis and forecasting capabilities,

contributing to greater accuracy in strategic planning.



Achieving a 100% success rate in training and development programs,

positively impacting the performance of the financial team.



Applying the Altman Z-Score model

to monitor the financial status of suppliers and enhance the financial evaluation process.



100%

success rate for training and development programs

Legal and GRC Unit

Unit Description and Function:

The unit is responsible for ensuring adherence to legal and regulatory requirements, strengthening governance, managing risk and corporate compliance, and enhancing cybersecurity to safeguard company data and maintain business continuity.



■ Governance and Partner Relations Department:

Achievements:



Activating the Sustainability and Social Responsibility Project

by conducting an internal workshop to strengthen its role within the company.



Enhancing governance practices

through the implementation of policies that support informed decision-making and promote transparency and credibility.



▪ Legal Affairs Department:**Achievements:****Strengthening the company's identity**

by registering four sub-brands for the solutions. Raqeeem, Raqeeb, Yamamah, AXN

**Developing and approving an intellectual property policy**

to safeguard the company's intangible assets.

**Implementing 9 legal awareness activities**

including sessions and workshops aimed at increasing legal awareness among employees.

▪ Risk and Corporate Compliance Department:**Achieving a 123% operational risk assessment completion rate,**

covering 21 departments instead of the targeted 17.

4

sub-brands for the
.solutions registered

**Preparing a regulatory framework guide for data**

to ensure legal compliance with data usage.

9

**legal awareness
activities implemented**

123%

**completion rate
of operational risk
assessment**

21

**departments covered
instead of 17 targeted
.ones**



Holding 6 workshops to train teams on business continuity procedures,

including testing critical services such as Sehaty, Seha, Anat, RSD, Hesn, and basic health records.



Reviewing over 24 systems

to ensure alignment with approved standards.



Evaluation of 800 regulatory

to ensure legal compliance.



39 reports were prepared to evaluate the level of adherence to laws and regulations.

6

workshops were held to train teams on business continuity procedures

24+

systems and regulations were examined.

800

regulatory requirements were assessed to ensure .legal compliance

39

reports were prepared to evaluate the level of adherence to laws and regulations

■ Cybersecurity Department:

**Monitoring and processing
2,000 identity theft alerts,**
with a 97% response rate.

2,000

**Identity theft alerts detected
and addressed.**



**Conducting more than 25
penetration tests and 60
vulnerability scans**
to enhance system security.

97%

response rate

60

vulnerability scan evalua-



**Performing 350 source code
checks**
to ensure the quality and security of
the software.

350

**source code checks were
performed**

60

Cyber Risk Assessments



**Conducting 60 cyber risk
assessments and 20 cyber
compliance assessments**
to ensure adherence to security best
practices.

20

Cyber Compliance Assess-



1,700 suspicious emails were examined and analyzed.

to take appropriate action.



Resolving 92% of identified vulnerabilities.



Organizing a cybersecurity awareness campaign

including workshops, cyberattack simulations, a virtual reality experience, and an interactive escape room to foster a cybersecurity culture



Complying with the requirements of the National Cybersecurity Authority

through regular assessments of security controls.

1,700

suspicious emails were examined and analyzed

92%

of identified vulnerabilities were resolved

Shared Services Unit

Unit Description and Function:

The unit is dedicated to developing an integrated corporate environment by delivering services that support operational efficiency and enhance both employee and beneficiary experiences. It also focuses on improving the work environment, managing resources, and optimizing the efficiency of operational and supply chain processes. Additionally, it works to strengthen the company's corporate identity, digital presence, and local and international visibility to ensure the achievement of strategic objectives.

▪ Human Resources Department:

Achievements:



Employing advanced technological tools in human resources management

to enhance employee experience.



Developing new governance mechanisms

to ensure adherence to best practices in the human resources department and corporate services.



Organizing training programs and workshops

to prepare the next generation for the job market by providing courses in interview skills and professional development.



Marketing department:

Achievements:



Enhancing digital identity and audience engagement:

- A 42% increase in engagement across social media platforms
- A 95% growth in the number of Lean followers on social media

indicating greater brand visibility.,

- The total number of followers on Lean's platforms and affiliated products exceeded 4 million.



Launching marketing campaigns to support products and services:

- **Implementing the Healthy Mar-** to raise awareness about early screening.
- **Launching the first phase of the Nphies campaign**

to support the digital transformation of the unified health record.

42%

increase in interactions

95%

growth in number of followers

+4

million followers



- **Launching Anat health practitioner insurance campaign**

to support practitioners' access to the service.

- **Implementing the second phase of the unified health record campaign**

to support the adoption of the new system.



Improving user experience through visual and media content:

- **Producing the Nphies video on Sehhaty app, to creatively deliver awareness messages.**

reinforcing its position as a leading digital health solution.



Increasing Lean's presence at international conferences and exhibitions through effective marketing plans:

- **Enhancing Lean's participation in the LEAP Conference and the Global Health Forum**

through innovative marketing materials that boosted engagement at the company's pavilion.

- **Supporting the Sehhaty platform's presence for the first time with an independent pavilion at the Global Health Forum,**

reinforcing its position as a leading digital health solution.

- **Executing marketing content for participation in the NHSConfedExpo conference in Manchester and the Healthcare Model Forum.**





Highlighting product achievements through marketing content:



Showcasing the Sehhaty app's milestone of reaching two million ratings, making it the first government application to attain this number.



Highlighting Sehhaty's recognition with the World Summit Award in the Health and Well-being category.



Highlighting a 85% improvement in the user experience in Sehhaty according to the Digital Experience Maturity Index.



Highlighting Sehhaty's operational achievements,

such as completing 10 million remote appointments and 2.2 million instant consultations, to boost user confidence in the platform.

▪ Digital Experience Department:

Achievements:



90% of the digital experience strategy is complete.

- to develop a more efficient and integrated user experience across all Lean platforms.



Improving the digital authentication experience

- by enhancing login mechanisms, such as Face ID, to ensure simple, secure, and efficient access to platforms.



Enhancing search mechanisms and user experience

- by analyzing data and refining interactive interfaces across multiple digital services.



Improving the display of laboratory test results in Sehhaty through integration with Nphies

- to allow users easier and more detailed access to their health data.



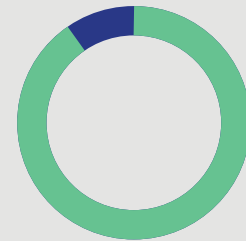
Contributing to the launch of the digital twin in Sehhaty

- as an innovative solution leveraging artificial intelligence to deliver proactive health recommendations.



Redesigning the medical device experience in Sehhaty,

- enabling users to monitor vital signs more flexibly through smart device integration.



90%

Completion Rate of
the Digital Experience
Strategy



Developing blood donation appointment booking experience

to boost community participation and promote a culture of donation within the Kingdom.



Contributing to the launch of an interactive chatbot service in Sehhaty,

allowing users to receive instant responses to health inquiries.



Adding Dark Mode to Sehhaty

based on user experience analysis, to improve visual comfort during extended use.



Redesigning and launching Anat wallet.

to provide a unified hub where healthcare practitioners can easily manage their professional cards.



Launching the Healthcare Practitioners Directory in Anat

to enhance communication among practitioners across different specialties.



Launching the “Assistant Opinion” service

to provide healthcare practitioners with instant consultation support.



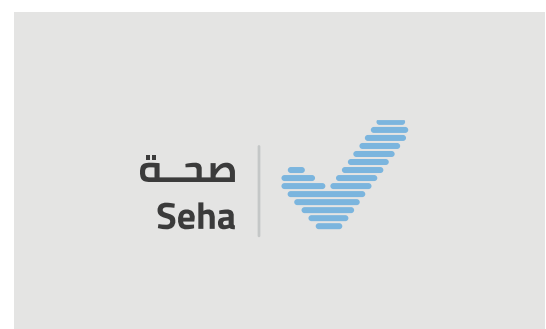
Designing the “Anat Community” platform

to boost interaction among healthcare practitioners within Anat app.



Developing the “Business Health” platform and launching a sick leave tracking dashboard

to assist employers in monitoring employee health status.

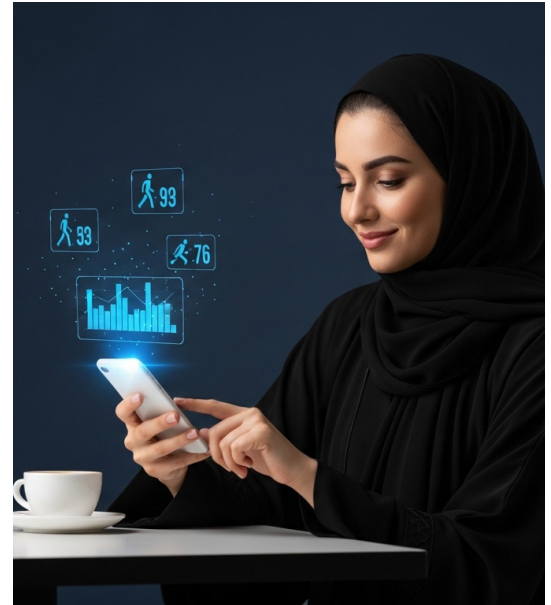


Improving the user experience of Yamamah platform

by restructuring it to enhance demographic data analysis efficiency and provide decision-makers with accurate insights.

Launching the Ministry of Health's open data website

to provide researchers and health authorities with accurate data that supports informed decision-making.



Improving the experience of Wafid platform

by developing a health center evaluation system in collaboration with the Ministry of Foreign Affairs, contributing to better quality in medical examination services for expatriates.

وافد
Wafid



Launching the Virtual Machine Research Environment (VM) on Research Avenue platform

to provide a secure space for researchers to conduct health and analytical studies.



■ Administrative Affairs and Facilities Management Department:

Achievements:



Improving the work environment

by launching initiatives concerned with employee's wellbeing and creating a positive and motivating environment.



Launching advanced operational systems, such as:

Visitor Management System

to streamline visitor entry and appointment scheduling.

Cash Management System

to monitor assets and enhance the efficiency of equipment distribution.



Enhancing occupational health and safety standards by:

- Establishing a volunteer evacuation team for each floor.
- Training 10% of employees in first aid



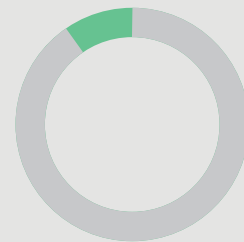
Supporting major external projects, such as:

Designing the Simulation Unit at the Ministry of Health.



Maintaining the company's external projects,

including the Intensive Care Units (ICUs) at the Ministry of Health



10%

of employees trained in first aid.

▪ Procurement and Contracts Department:

Achievements:



Automating procurement processes

by launching an electronic tender management system and integrating it with the purchase order process, resulting in improved operational efficiency.



Launching a central dashboard

to monitor procurement and contract performance and analyze data, enhancing transparency and supporting more accurate decision-making.



Improving procurement templates and procedures

including Requests for Proposals (RFPs), Requests for Quotations (RFQs), Requests for Information (RFIs), evaluation forms, and Procurement Committee presentations, contributing to increased operational efficiency.



Achieving financial savings of SAR 93.5 million

Through cost optimization strategies and contract reviews.



Launching an electronic contract approval system as an alternative to manual signatures,

accelerating processes and strengthening governance.



Improving supplier management processes

by automating registration and follow-up, with 154 applications successfully processed in 2024.



93,5

million Saudi Riyals

in financial savings



154

Supplier requests

successfully processed during 2024.

Products

▪ Sehhaty

An integrated digital platform that delivers healthcare solutions for individuals, offering access to services like virtual appointments, vital signs monitoring, and medical reports, all aimed at promoting preventative health.



▪ Digital Twin:

A service powered by artificial intelligence that analyzes health data and predicts potential health risks early, enabling individuals to take preventive and proactive steps based on their lifestyle.

Achievements and Impact:

- ◆ ◆ Allowing individuals to monitor their health status using biometric data
- ◆ ◆ Helping reduce health risks by delivering personalized recommendations for each user

Development through 2024:

- ◆ ◆ Improving the accuracy of predictions by enhancing artificial intelligence algorithms.
- ◆ ◆ Expanding connectivity with medical devices and smartwatches to enable direct monitoring of vital signs.



▪ Laboratory Testing Service:

A service that enables beneficiaries to conveniently and promptly access laboratory test results from multiple laboratories integrated with the platform.

▪ Professional Practice Verification Service:

An electronic service that allows healthcare practitioners to verify their professional affiliation with healthcare facilities, easing accreditation and certification of expertise.

Achievements and Impact:

- ◆ Providing immediate access to test results through integration with Nphies and Ayanati systems.
- ◆ Improving the efficiency of laboratory test follow-up and minimizing the need for visits to healthcare facilities.

Development through 2024:

- ◆ Expanding integration with new laboratories to broaden the scope of services and reach a larger number of beneficiaries.

▪ Anat

The unified platform for healthcare practitioners in the Kingdom, offering services that support professional practice, simplify procedures, and foster communication among practitioners.

Achievements and Impact:

- ◆ Allowing practitioners to document their professional practice electronically, eliminating the need for paperwork.
- ◆ Enhancing transparency and credibility of healthcare practitioner data.

Development through 2024:

- ◆ Strengthening integration with healthcare regulatory bodies to improve the reliability of health practitioner data.

أنات
Anat



▪ Anat Wallet:

Provides healthcare practitioners with a centralized space to access all professional documents and licenses, ensuring availability when needed.



Achievements and Impact:

- ◆ ◆ Simplifying the management of professional records and enabling practitioners to store all their health and professional information digitally.
- ◆ ◆ Improving information accessibility during licensing and employment evaluations.

Development through 2024:

- ◆ ◆ Supporting the upload of additional documents, such as specialty certificates and professional endorsements.

▪ Seha:

A national platform that connects the health and non-health sectors, aiming to automate procedures and improve the quality of health services through integration with related systems.



▪ Sick Leave:

An electronic service that facilitates the issuance of sick leave and verification of data related to practitioners, beneficiaries, and healthcare facilities.

▪ Exploratory Screening:

A medical program built on Seha platform, aimed at improving student health through periodic screening exams, including medical history, vaccinations, and checks for disabilities and chronic conditions.

Achievements and Impact:

- Reducing fraud by linking the service to the facility license type.
- Enhancing the accuracy of leave data and streamlining the verification process.
- Over 50 million transactions have been completed since the launch of the service.

50+

million operations

have been completed since the launch of the sick leave service.

Development through 2024:

- Improving data integration between the system and human resources platforms in healthcare institutions.

Achievements and Impact:

- Early detection of hearing, visual, and physical disabilities.
- Completion of basic vaccinations for first-grade students.
- Establishment of a statistical health database for students.
- Monitoring students' physical and psychological growth and development

Development through 2024:

- Improving examination accuracy and enhancing integration with other healthcare systems.

▪ Capacity and Demand Service:

A digital tool for monitoring bed availability and medical resource needs in healthcare facilities, supporting better allocation of resources.



Achievements and Impact:

- ◆ Enhancing hospitals' ability to manage resources based on actual demand.
- ◆ Improving emergency response time through more effective bed and equipment management

Development through 2024:

- ◆ Adding analytical reports to support strategic planning for healthcare services.



■ E-Prescription:

A digital service that replaces paper prescriptions with an integrated system connecting healthcare providers and pharmacies to ensure safe and efficient medication dispensing.

■ Hesn+:

A digital system designed to combat infectious diseases and manage vaccinations, enabling healthcare professionals to track epidemic outbreaks and strengthen prevention efforts.

Achievements and Impact:

- Participation in the LEAP 2024 conference to present the role of e-prescriptions in the patient's therapeutic and preventive journey.
- Expanding integration with health insurance systems and e-pharmacies to boost service performance.

Development through 2024:

- Enhancing the user experience through updates to the interface and alert systems.
- Launching the second version of the e-prescription with added features for improved security and regulatory compliance

Achievements and Impact:

- Automating epidemic surveillance and infection control processes.
- Recording and tracking all infectious disease cases.
- Managing health data for individuals entering through international ports.

Development through 2024:

- Enhancing integration with laboratory systems and improving emergency response speed.

■ National Vaccination Registry (NVR):

A unified system that records vaccination data across all age groups, supporting vaccine tracking and the issuance of electronic certificates.



Achievements and Impact:

- ◆ Establishing a unified national database for individual vaccination records.
- ◆ Enhancing the accuracy of childhood vaccination and enabling automated scheduling.
- ◆ Recording over 130 million vaccinations since the system's launch.

130+ million vaccinations

recorded in the National Immunization Registry since its launch.

Development through 2024:

- ◆ Enhancing data recording mechanisms and ensuring integration with other digital health platforms.



■ RSD:

A digital system that monitors manufacturers and agents' compliance with pharmaceutical registration standards, increasing the credibility of pharmaceutical products.



■ Mostaid:

A platform to assess the operational readiness of healthcare facilities, providing real-time reporting to support decisions and improve responsiveness.



Achievements and Impact:

99%

compliance rate for factories

96%

compliance rate for agents

1,2

billion medicine boxes corrected.

17+

billion medicine units registered.

220%

increase in processes reporting compared to 2023

Development through 2024:



Improving digital analysis tools to monitor pharmaceutical data with greater accuracy and foresight.

Achievements and Impact:



Enhancing healthcare quality and raising operational readiness.



Helping facilities evaluate their capacity to receive patients.



More than 2 million reports have been issued since the platform's launch.

2+

million reports

have been issued since the launch of Mostaid.

Development through 2024:



Enhancing the system's interface and improving intelligent data analytics features.

■ Iqamat:

An integrated e-system enabling healthcare authorities to issue medical reports for issuing and renewing residency permits, in partnership with the Ministries of Health and Interior.



Achievements and Impact:

- ◆ Strengthening the reliability of health reports for residents
- ◆ Streamlining procedures and improving the quality of provided services
- ◆ Over 2.5 million reports have been issued since 2023.

2,5+

million reports

have been issued in the Iqamat system since 2023.

Development through 2024:

- ◆ Enhancing automation and linking the system to additional government agencies.



■ Teleradiology:

A service that allows healthcare providers to send radiology reports and imaging to specialists for remote reading, ensuring more precise diagnoses.

■ Health Licenses:

A service that allows investors and healthcare facilities to electronically issue, renew, amend, and cancel licenses.

Achievements and Impact:

- Service launched in 7 new hospitals.
- Launch of the AI-powered CT diagnostic service under Seha platform.
- 35.47% increase in treated cases compared to the previous year.

7

new hospitals
with teleradiology
service

35,47%

**increase in treated
cases compared to
2023.**

Development through 2024:

- Enhancing integration with Seha platform and enabling access via Anat.
- Adding teleradiology system access through Anat to facilitate radiologists' access to the system.
- Strengthening integration with radiology analysis platforms to boost operational performance

Achievements and Impact:



4,051

licenses
issued or renewed for the
facilities.



176,782

licenses
issued or renewed for the
practitioners.



398

hajj permits
are issued for the offices.



2,936

permits
issued for the practitioners
affiliated with hajj offices.

▪ Health Expert:

A service that allows healthcare practitioners in the government sector to work in the private sector outside official working hours, promoting integration between both sectors in line with Ministry of Health regulations and patient safety standards.



Achievements and Impact:

Issuing and renewing 2,130 Health Expert service approvals.



2,130

approvals

issued or renewed by the Health Expert service during the year.



■ Tarmeez (Unified Medical Coding):

An integrated platform that manages the entire medical coding journey—from documenting medical notes and classifying diagnoses

to auditing and cost analysis—ensuring accuracy in medical data and billing.

Achievements and Impact:

- ◆ Launching the platform officially at the Global Health Forum in October 2024.



Development through 2024:

- ◆ Full development and launch of the first version of the system.
- ◆ Adding the independent case coding feature to enable separate analysis of each case.
- ◆ Linking medical coding with the Diagnostic Related Groups (DRG) system to improve pricing accuracy in line with Council of Health Insurance standards.

- ◆ 4,324 medical coding certificates issued and renewed for healthcare facilities during the year.



4,324

medical coding certificates
issued or renewed for facilities.

■ Ayenati:

A platform that connects healthcare providers with laboratories to enhance operational efficiency and improve the quality of diagnostics.



Achievements and Impact:

- ◆ Launching Ayenati in more than 80 laboratories.
- ◆ Enhancement of the update-sharing mechanism with Sehhaty platform.

80+**laboratories**

using Ayenati app.

Development through 2024:

- ◆ Developing the manual entry feature and enhancing integration with other digital health systems.



■ Raqeeb:

A system that enables healthcare practitioners to safely prescribe and dispense controlled medications, in full compliance with national regulations, with complete tracking of medication history.



■ Raqeeb:

A health information system designed to record patient data and facilitate integration with other platforms to enhance the practitioner experience and improve the management of medical records.



Achievements and Impact:

- ◆◆ Representing Raqeeb at the Annual Meeting of Narcotic Pharmacists with a presentation titled "The Digital Transformation of Narcotic Drugs."
- ◆◆ Participating in the IHOP Annual Conference to discuss the role of health informatics in pharmacy.



Development through 2024:

- ◆◆ Developing a real-time reporting system to improve oversight and support compliance analysis.

Achievements and Impact:

- ◆◆ Official launch of "Raqeeb" in the Qassim region, through intensive training, managing system requirements, and preparation in coordination with health authorities.
- ◆◆ Activating the service in prison health centers and Ministry of Defense sectors
- ◆◆ Developing connectivity with reporting tools such as Jira.

Development through 2024:

- ◆◆ Enhancing the user experience and improving data integration across different regions.
- ◆◆ Strengthening Raqeeb's integration with other digital health platforms to boost operational efficiency.

■ Yamamah:

An advanced data analytics platform that delivers real-time insights into population health to support decision-making and enhance health interventions.



Achievements and Impact:

- ◆ ◆ Piloting the platform in 20 health centers.
- ◆ ◆ Participating in LEAP 2024, the Global Health Exhibition 2024, and the Saudi Healthcare Model Forum.

20

Health Centers

used Yamamah platform on a pilot basis.

Development through 2024:

- ◆ ◆ Launch of Quality and Operational Range.



■ AXN:

A platform that enables healthcare providers to leverage artificial intelligence to analyze data and make informed, evidence-based decisions.

■ Heem:

A unified marketplace for application programming interfaces (APIs), designed to facilitate technical integration between healthcare providers and boost the efficiency of digital operations.

Achievements and Impact:

- Official launch of the platform at the LEAP 2024 conference



- Approval of the marketing and growth strategy.
- Launch of the Medical Data Quality product.

Development through 2024:

- Redesigning the homepage and adding interactive user pages.
- Deploying the medical terminology engine to Heem platform
- Enhancing user settings and improving customer experience

Achievements and Impact:

- Rebuilding the system to enhance overall performance.
- Launching five new services, including integration with basic health records and sick leaves.



5

new services

launched within Heem.

Sponsorships and Partnerships

In 2024, Lean worked to strengthen its role in the healthcare and technology sectors—locally and globally—through strategic partnerships and active involvement in key events. These initiatives aimed to promote digital transformation in healthcare, encourage the adoption of innovative technologies, and expand the company's service offerings through collaboration with both government and private entities.

Strategic Partnerships and Collaboration with Government Agencies:



Forming partnerships with health insurance companies to broaden the reach of the sick leave service.



Collaborating with government agencies to advance the use of digital health products.



Partnering with the Omani Ministry of Health, which accepted the technical proposal for Raqeeem service.

Participating in international conferences and events:

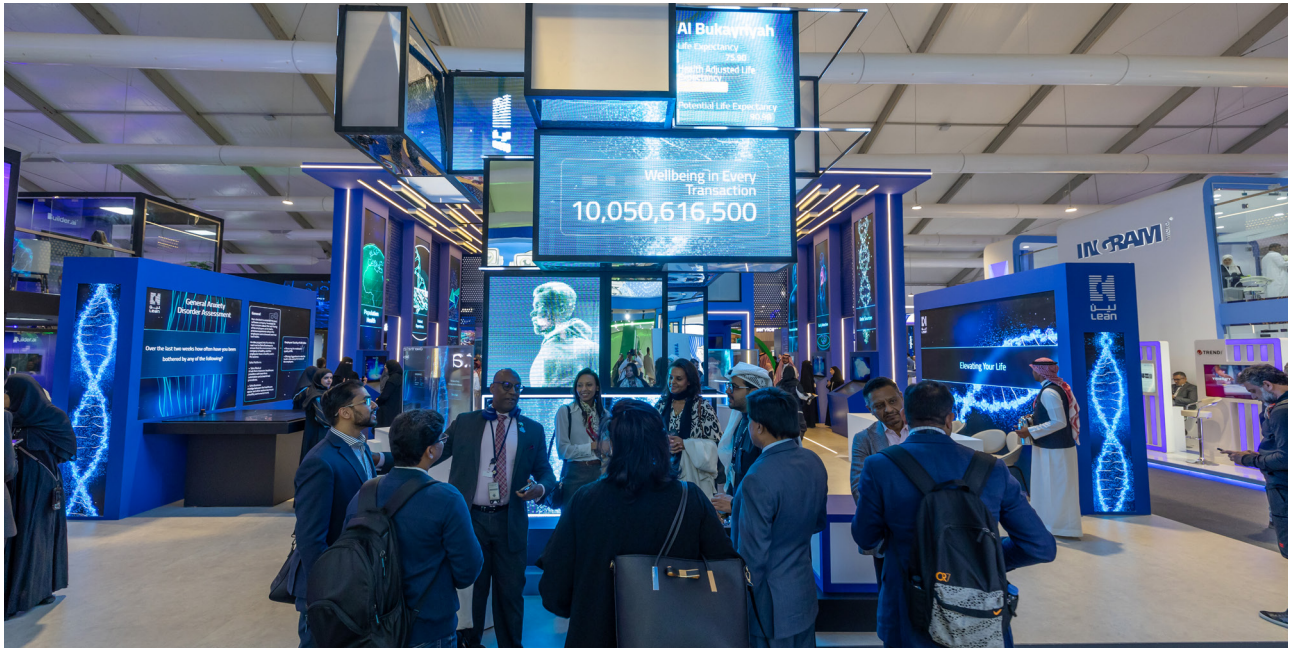
Global Health Forum

to showcase the latest developments in digital healthcare platforms.



LEAP 2024 Conference

to showcase the integration of artificial intelligence and health data.



The First Hajj Health and Safety Forum

held in Mecca under the patronage of His Royal Highness Prince Abdulaziz bin Saud bin Naif, Minister of Interior.



المنتدى الأول
للصحة والأمن في الحج



ZIMAM Digital Health Week

As part of the Gulf eHealth Workforce Development Conference.



The 9th National Quality Conference

To discuss the future of digital transformation in the healthcare sector.





► The 6th Saudi Vaccination Forum

to address the role of digital transformation in enhancing vaccination programs.

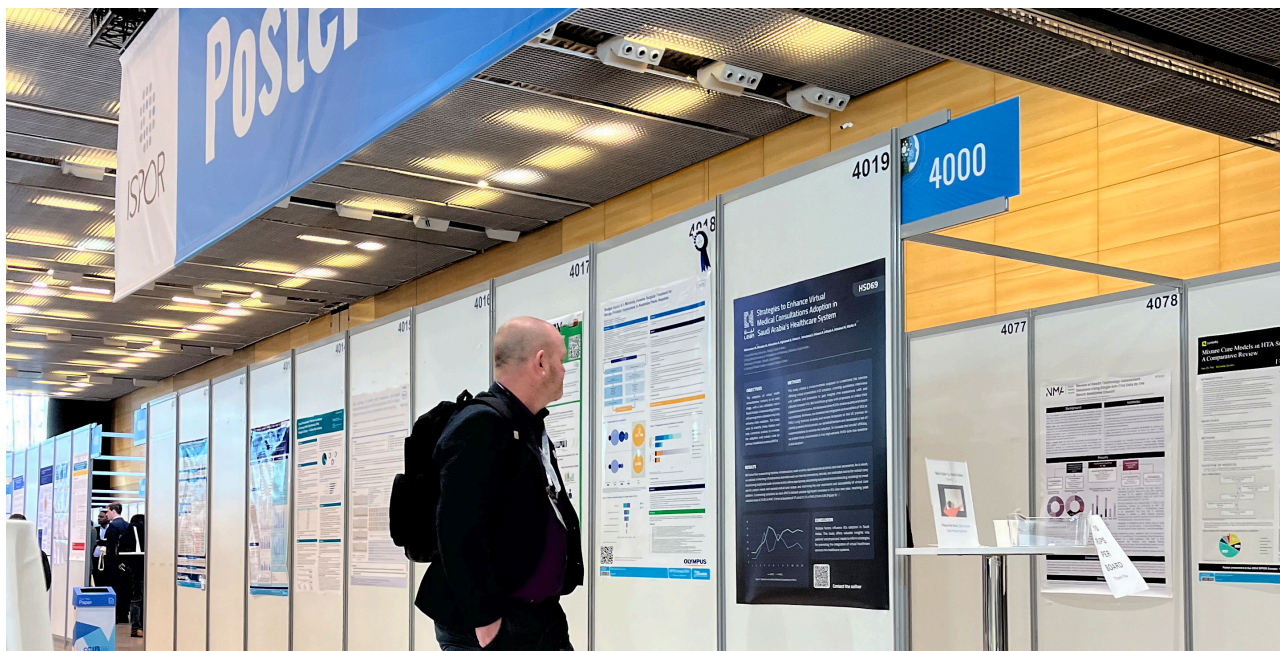
► The 4th Digital Health Forum

Under the authority of the United Nations General Assembly in New York.



ISPOR Europe Conference 2024

to present strategies for adopting telemedicine solutions and utilizing health data analytics.



CPHI Middle East Exhibition

To examine the applications of artificial intelligence in drug development.





These participations reflected Lean's commitment to advancing the digital healthcare sector, fostering innovation in health services, and supporting the sustainability of digital solutions that efficiently and reliably meet beneficiaries' needs.

Awards and Certifications

Lean is steadily advancing towards excellence. The awards and certifications received in 2024 reflect their ongoing commitment to quality, innovation, and

fostering a competitive work environment—further solidifying its leadership in the digital health sector.

Technical and Operational Excellence:

Lean achieved multiple certifications that affirm its position as a premier provider of advanced technical services: **ISO 20000** certification, demonstrating its adherence to the highest international standards in IT service management.

CMMI Level 3 accreditation, reflecting institutional maturity in software development and operational efficiency. Continued compliance with information security standards by maintaining the **ISO 27001** certification, ensuring best practices in data protection and strengthened cybersecurity.



Leadership in Customer Experience and Quality:

As part of its continuous commitment to sustainable improvement, Lean obtained the **ISO 10002 certification**, affirming its capability to manage customer complaints in accordance with international best practices. It also received the **ISO 9001**

certification, reflecting its dedication to quality management standards and ensuring customer satisfaction. Additionally, Lean earned accreditation for the global **COPC** standard, which enhances the efficiency of customer service centers and strengthens the overall user experience.



Distinguished Work Environment:

Continuing its efforts to build a workplace that fosters creativity and achievement, Lean received several prestigious awards in the field of work environment. It was recognized among the best places to work in the healthcare and pharmaceutical sectors in the Gulf region and was also ranked among the top work environments for women, Saudi talent, and youth. This recognition reflects Lean's success in creating a professional setting that supports growth, development, and career excellence.

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Innovation in Digital Health:

Lean was honored with the Zimam Digital Health Award of 2024 in the Private Sector, recognizing its pioneering contributions to developing health data solutions.

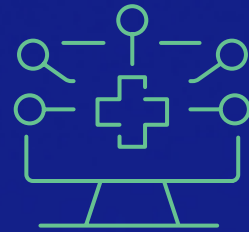
Additionally, Lean received the Best Workplace for Women in Tech Award at the Digital Technology Forum 2024, highlighting its impactful role in promoting diversity and empowering women in the digital health sector.

Lean obtained the Zimam Digital Health Award of 2024 in the Private Sector, as well as the Best Workplace for Women in Tech Award.



Strengthening Technical and Digital Partnerships:

Lean received IHACPA accreditation as a provider of the Diagnostic Related Groups (DRG) system engine, supporting the reliability and accuracy of digital health services pricing.



Towards a More Impactful Future



These achievements reflect Lean's ongoing commitment to excellence across all aspects of its work—from developing innovative digital solutions and enhancing the customer experience to building an attractive and empowering work environment. This reinforces its position as a key enabler of digital transformation in the healthcare sector.



Conclusion

By the grace of God Almighty, and with the support of our wise leadership and the integration of national efforts, Lean achieved significant qualitative progress in 2024. This progress is reflected in digital initiatives and innovative products that contribute to advancing the healthcare ecosystem and enhancing the quality of life for individuals and society.

These accomplishments stem from a clear and focused strategic direction—one rooted in technical empowerment, effective digital transformation, and the delivery of healthcare solutions aligned with the aspirations of the Kingdom and the goals of Saudi Vision 2030.

As the Kingdom accelerates toward an integrated digital future, Lean remains firmly committed to its role as a trusted partner in enabling healthcare transformation through technology, delivering proactive, sustainable solutions that place individual health at the forefront of its priorities.



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