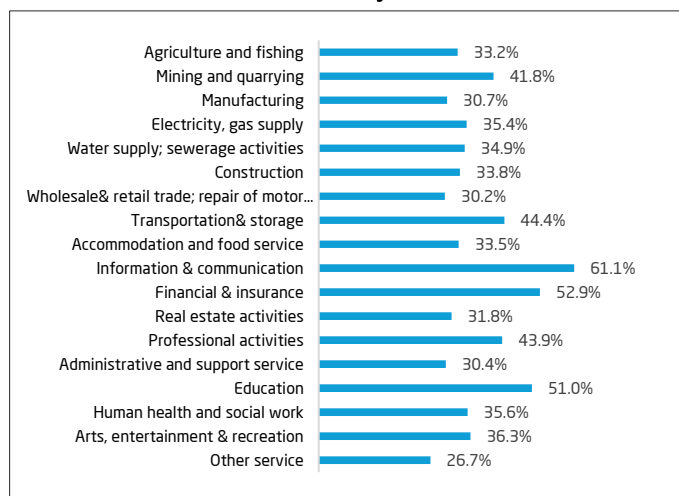


The use of artificial intelligence technologies in establishments records a growth of 20.0% in 2025

The results of Establishments ICT Access and Usage Statistics for 2025 showed that the percentage of establishments using artificial intelligence technologies reached 33.1%, recording a growth of 20.0% compared to 2024. At the economic activity level, the information and communication activities sector ranked first with the highest usage rate of these technologies at 61.1%, followed by the financial and insurance activities sector at 52.9%, and then the education sector at 51.0% (Figure 1).

Figure 1: Percentage of establishments using artificial intelligence technologies by economic activity in 2025



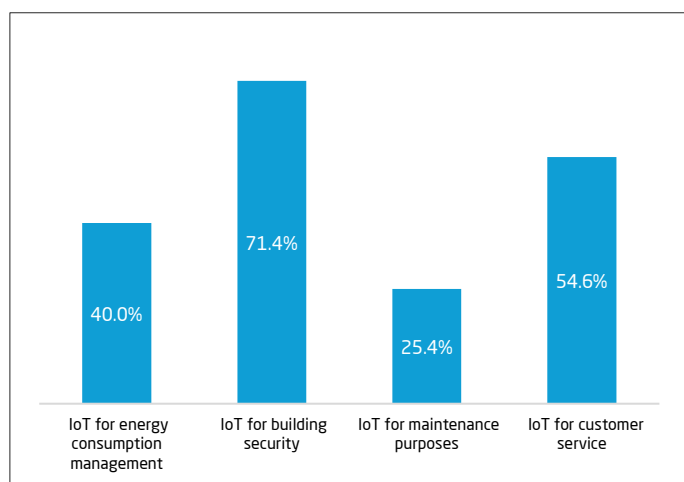
The percentage of establishments with internet access reaches 98.1%

The results of the ICT Access and Usage Statistics also indicated that 98.1% of establishments had internet access. The findings also showed an expansion in the use of digital services among establishments, with the usage rate of e-government services reaching 93.2%. Meanwhile, the use of the internet for conducting electronic banking services reached 79.1%, while the use of social media platforms stood at 66.3% and the percentage of establishments advertising their products through social media platforms reached 52.3%.

The percentage of establishments using the Internet of Things (IoT) to manage energy consumption reaches 40.0%

The percentage of establishments using the Internet of Things (IoT) in energy consumption management reached 40.0%, while its use in customer service reached 54.6%. The percentage of establishments relying on IoT for maintenance purposes reached 25.4%. In contrast, the use of IoT in building security reached 71.4%, including smart alarm systems, fire detection devices, smart surveillance cameras and smart door locks.

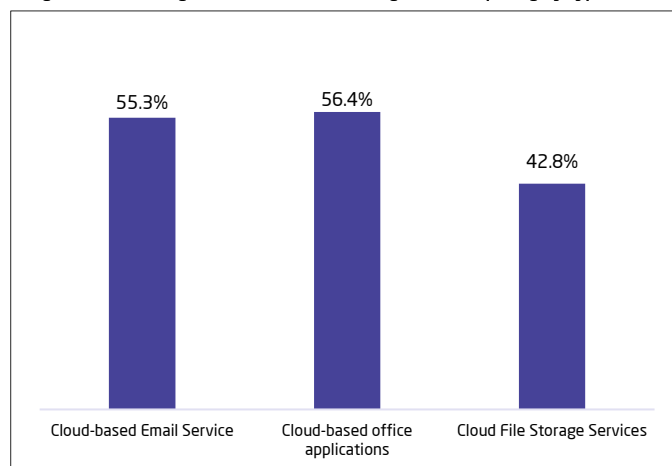
Figure 2: Percentage of establishments using IoT by type of usage in 2025



The percentage of establishments using cloud computing services reaches 51.3%

The percentage of establishments using cloud computing services reached 51.3%. Among these establishments, 56.4% used cloud computing for off-the-shelf office software, recording an increase of 5.4% compared to 2024. Meanwhile, the percentage of establishments using cloud-based email services reached 55.3%, marking an increase of 9.9% compared to 2024. As for the use of cloud computing for file storage, it reached 42.8%, recording a rise of 4.1% compared to 2024.

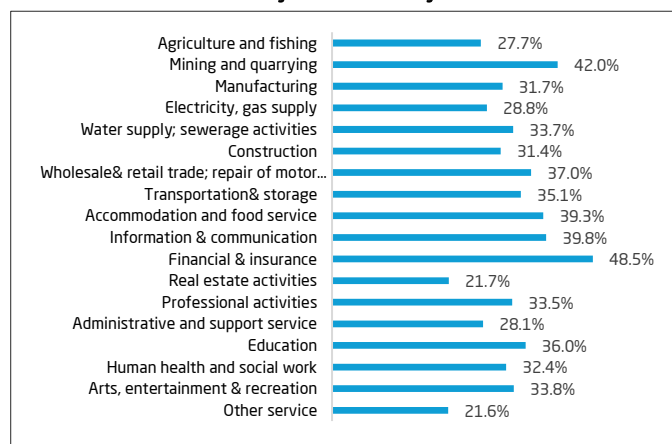
Figure 3: Percentage of establishments using cloud computing by type in 2025



The percentage of establishments using the internet to sell or display goods and services reaches 33.5%

The percentage of establishments using the internet to sell or display goods and services reached 33.5% in 2025. The finance and insurance sector recorded the highest percentage among economic activities at 48.5%. The results also showed that 28.0% of establishments that received orders through the internet delivered their sales digitally.

Figure 4: Percentage of establishments using the Internet to sell goods and services by economic activity in 2025



Methodology and quality

The Establishments ICT Access and Usage Statistics 2025 provides up-to-date indicators on the use of information and communication technologies in establishments in Saudi Arabia, based on a unified methodology aligned with international standards (UNCTAD). It aims to ensure data accuracy, quality, and international comparability, supporting digital transformation efforts locally and globally. Further details are available through the following links: [Methodology and Quality](#) and [Publication Tables](#)