

Technology and Innovation

Technology Applied with Strategy Purpose

Saudi Tadawul Group’s technology and innovation strategy is anchored in driving operational excellence, fostering continuous improvement and delivering forward-looking solutions that strengthen the financial market ecosystem. This strategy is purposefully aligned with the Group’s vision to enhance Saudi Arabia’s capital markets, promote economic diversification and establish global competitiveness.

In 2024, Saudi Tadawul Group's approach demonstrated tangible success by:



Ensuring uninterrupted operations

By achieving 99.99% systems availability, the Group delivered uninterrupted service delivery, significantly enhancing user satisfaction and fostering trust among Stakeholders. This reliability drove user engagement and strengthened investor confidence, critical to the Group’s corporate objectives.



Building resilient and scalable infrastructure

Comprehensive infrastructure upgrades and adherence to international standards positioned Saudi Tadawul Group as a trusted and resilient marketplace. These enhancements improved scalability and operational efficiency, enabling the Group to meet the evolving needs of its clients and support long-term growth strategies.



Adhering to global standards

Successfully renewing ISO certifications in 2024, including ISO 9001, ISO 20000-1 and ISO 14644, underscored the Group’s commitment to adopting industry best practices. These certifications highlighted its dedication to quality, service excellence and operational integrity, reinforcing its reputation among investors and Stakeholders.

Through these initiatives, Saudi Tadawul Group reinforced its commitment to innovation, operational resilience and Stakeholder trust. By integrating technology with strategic intent, the Group not only optimized market infrastructure but also strengthened Saudi Arabia’s position as a globally competitive financial hub.

Measurable Performance and Progress

Saudi Tadawul Group has demonstrated exceptional alignment between measurable performance and strategic objectives, underpinned by targets that focus on systems availability, scalability and service quality. In 2024, the Group exceeded its targets in systems uptime, met its infrastructure scalability benchmarks and maintained high levels of customer satisfaction.

Strategic milestones this year included the successful completion of annual certifications, adherence to international standards and the launch of the Post-Trade Transformation Program Phase 2 (PTTP 2.0). This transformative platform enhanced market efficiency, scalability and competitiveness, aligning with the Group’s vision of supporting a resilient and advanced financial ecosystem.

The Group’s resilience was notably evident during global disruptions, as it maintained seamless operations amidst external challenges, underscoring its leadership in ensuring market stability and reliability. These accomplishments further cement Saudi Tadawul Group’s reputation as a technology-driven leader, playing a pivotal role in driving innovation, fostering growth and powering the Kingdom’s ambitious Vision 2030 transformation.

Demonstrating Unyielding Resilience

In 2024, Saudi Tadawul Group achieved a landmark in technology and innovation by delivering unmatched operational excellence and resilience. The IT Division maintained an unprecedented 99.99% systems availability for all of its services, even during massive and critical deployments such as the Post-Trade Transformation Program Phase 2 and major infrastructure upgrades. This achievement underscores the Group’s unwavering commitment to excellence, adaptability and robust governance.

The strength of its systems and processes was put to the ultimate test on 19 July 2024, when the world experienced one of the largest global IT outages in history. This outage disrupted critical sectors, including hospitals, airports and banks worldwide. Despite this global crisis, Saudi Tadawul Group operated efficiently, with no disruption to services. This resilience highlights the Group’s investment in cutting-edge technologies, thorough planning and a culture of innovation.

These accomplishments align with Saudi Tadawul Group's strategic objectives of enhancing market stability, ensuring operational reliability and fostering trust among investors and Stakeholders. By achieving such remarkable outcomes, we continue to position Saudi Arabia as a leader in the global financial markets while supporting the Kingdom’s ambitious Vision 2030's goals of economic diversification and technological advances.



Technology and Innovation continued

Accelerating Innovation in 2025

In the year ahead, the IT Division will reinforce its commitment to supporting the Group’s ambitious plans and initiatives with a focus on innovation and transformative value creation. It will expand the adoption of advanced technologies to develop resilient and scalable systems capable of meeting future market demands. By leveraging data-driven insights and digital transformation capabilities, the Group aims to enhance decision-making, operational efficiency and customer engagement across the financial market ecosystem.

Saudi Tadawul Group will also strengthen partnerships and collaborations to introduce groundbreaking products and services that align with evolving market needs and strategic objectives. Its unwavering focus on operational excellence and continuous improvement will ensure adaptability and readiness to seize emerging opportunities. Through these initiatives, the Group will drive innovation, foster trust and solidify its position as a global leader in financial markets, playing a pivotal role in realizing the Kingdom’s Vision 2030 aspirations.



Pioneering Innovation and Data Monetization

WAMID plays a pivotal role in transforming the capital market experience by unlocking the power of technology and data solutions tailored to the needs of market participants. As the innovation arm of Saudi Tadawul Group, WAMID develops dynamic solutions that address real-world challenges while supporting revenue diversification and financial stability.

In 2024, WAMID made substantial progress with its Data Monetization Program, leveraging Saudi Tadawul Group’s extensive data resources to develop impactful products. By adopting advanced technologies and integrating artificial intelligence (AI), the program streamlined the development and monetization of data assets, meeting the evolving needs of the market and unlocking new growth opportunities.

Looking forward, AI remains central to WAMID’s strategy, with a focus on implementing high-impact solutions that enhance efficiency and user experiences. It will seek to advance its AI capabilities and accelerate its Data Monetization Program, ensuring its continued contributions to a resilient, efficient and future-ready capital market ecosystem.

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