

Technology Sector



Anchored by its core operational platforms, stc strengthened its position as one of Kuwait's leading digital enablers in 2025 through targeted enhancements to its network, IT architecture, and cybersecurity capabilities in line with its vision of delivering an exceptional customer experience and enabling national digital transformation. The year represented a defining stage in stc's technological evolution, marked by innovation, operational excellence, and readiness for the next generation of connectivity. In 2025, stc undertook several major strategic initiatives that defined the Technology segment's success. This was mainly reflected on the operational and financial performance of stc's Consumer and Enterprise segments in addition to elevating the company's core operations.

1. Transforming the Network for the Next Era

■ The Launch of 5G Advanced Network

In 2025, stc achieved a major milestone with the launch of the 5G Advanced network, representing the next evolution of 5G technology in Kuwait. The rollout delivered higher speeds, lower latency, and smarter, energy-efficient performance, setting a new standard for network quality and customer experience. The 5G Advanced launch also introduced enhanced voice and data capabilities over the 5G standalone network, reinforcing stc's leadership in delivering next-generation connectivity.

■ ISP Bandwidth Optimization Program

To further enhance service quality, stc implemented a comprehensive ISP bandwidth optimization program, combining new and expanded Content Delivery Network (CDN) deployments, OTT performance enhancements and ISP routes optimization. This program significantly improved internet browsing, streaming, gaming latency, and overall customer experience.

■ Boost National Roaming

stc also successfully deployed the Cell Broadcast Center (CBC) system in full compliance with CITRA requirements to enable nationwide emergency alerting across Kuwait. Additionally, the Company completed the integration and deployment of the National Roaming Proof of Concept (PoC) with local operators, enhancing coverage reliability and supporting site-sharing efficiency initiatives.



Fiber penetration reached 50% of the transmission network, establishing a stronger, more scalable infrastructure that will support Kuwait's future digital growth.

2. Building Smarter IT Foundations

Within the IT domain, stc focused on strengthening its digital backbone, modernizing systems, and integrating AI-driven and cloud-based solutions to enhance agility and operational efficiency.

■ The Content Delivery Network (CDN) integration into stc's digital architecture improved content delivery speed, reduced latency, and enhanced reliability, achieving over 70% content caching efficiency and significantly improving browsing and streaming quality.

■ A major milestone was the successful migration to Microsoft 365 Cloud, providing secure, flexible, and scalable collaboration tools that improve productivity and operational resilience through high availability and disaster recovery capabilities.

■ Another key achievement involved replacing the legacy provisioning system with a unified, scalable platform that simplified operations and

improved service reliability. The project increased batch order execution throughput, accelerated order fulfillment, and enhanced scalability for future product rollouts.

■ stc launched a new Campaign Management solution with a next-generation platform designed to strengthen customer engagement and loyalty through advanced targeting, real-time insights, and improved campaign execution.

■ A cloud-native microservices-based billing upgrade enhanced smart charging capabilities and ensured flexible, on-demand scaling to meet future business requirements.