LogicMonitor

A trading edge:
How IG cut risk and millions in costs through observability

IG

IG, part of IG Group Holdings plc, is a global leader in online trading and investments, offering clients access to over 15,000 markets across spread betting, CFDs, shares, options, and more. Founded in 1974 and publicly listed on the London Stock Exchange, IG operates in a highly regulated environment, with oversight from bodies including the UK's Financial Conduct Authority (FCA) and the Monetary Authority of Singapore (MAS).

INDUSTRY

Financial Services

PRODUCTS

LM Envision

LM Logs

SOLUTIONS

+ Network infrastructure observability

+ Regulatory compliance monitoring (DORA, MAS)

+ Capacity planning and performance trending

+ Fault resolution and automation enablement

CHALLENGES > RESULTS

+ Multiple platforms for monitoring infrastructure > Single source of truth for all infrastructure

+ Frequent instability and blind spots using legacy tool (SolarWinds) > Improved uptime and faster issue detection via dashboards and alerting

+ Difficulty proving compliance with regulatory standards > Stronger compliance position aligned with MAS and DORA expectations

KEY OUTCOMES

Observability into all trading infrastructure.

Flexible, scriptable platform to meet evolving business needs

A 39% reduction in alert noise

Cost savings and compliance readiness

Improved uptime and incident response

Foundation for automation and fault resolution strategies

Reliable dashboards and alerting for key systems

With increasing pressure from digital regulatory frameworks, such as the EU's Digital Operational Resilience Act (DORA), now in full effect, financial institutions like IG face the challenge of proving infrastructure resilience, visibility, and compliance at all times. For IG, any gap in observability is a potential threat to client trust, uptime, and revenue.

The tipping point: When monitoring became a liability

By 2020, IG's IT and trading infrastructure—supporting back and middle office functions and customer-facing trading— had outgrown its legacy monitoring tools. Teams were relying on an increasingly fragile implementation of SolarWinds, one that was prone to database corruption, unable to keep up with growth, and lacked the flexibility to monitor the company's evolving IT stack.

"It wasn't just that the former system with SolarWinds was unstable," said Steven Bamford, Senior Network Engineer. "It was that we couldn't trust it anymore."

The infrastructure team frequently discovered devices that hadn't been added to monitoring, which created blind spots and left IG potentially open to security vulnerabilities. Alerting was unreliable. Updates required manual intervention and often got skipped. As the complexity of IG's operations increased, so did the operational burden and risk.

"We were blind to failures in critical systems. Monitoring was down more than once. We were essentially flying blind," Bamford shared.

Equally concerning, the team lacked a centralized view of infrastructure logs, making it difficult to produce audit trails or prove system health to regulators in real time.

The final straw wasn't just technical debt, it was regulatory pressure. IG operates under global frameworks, including oversight from the UK's FCA, MAS in Singapore, and now DORA in the EU. Without provable observability, IG's risk was measurable, and potentially costly.

Why IG chose LogicMonitor

IG began evaluating alternatives in late 2020, completing a proof of concept (POC). The company selected LogicMonitor for its SaaS delivery model, automated collector updates, and flexible extensibility through Groovy scripting and APIs.

"Tools often get left behind because upgrades are painful or forgotten," said Bamford. "LogicMonitor's SaaS model and auto-updating collectors removed that risk entirely."

> " For us, monitoring isn't optional. It's compliance. It's uptime. It's the business."
>
> **Steven Bamford,** *Senior Network Engineer*

Other key capabilities of LogicMonitor that made it the differentiated solution included:

• Long-term data retention (12+ months) in the LM Envision platform for trending, capacity planning, and regulatory audits.

• The ability to ingest and analyze logs alongside metrics through LM Logs also proved critical.

• Dashboard customization, including DDoS detection visualization.

• Faster alerting and resolution with PagerDuty integration.

• Ability to monitor infrastructure that didn't have native LogicMonitor coverage using custom scripts and APIs.

Impact: Faster incident response, clearer visibility, and measurable savings

Since deploying LogicMonitor, IG has significantly improved its incident detection and response times. Dashboards provide an at-a-glance view of network health, while LM Logs centralizes load balancer and firewall logs into a single source of truth. This enables both real-time incident investigation and historical traceability — vital for demonstrating operational resilience under DORA and FCA audit scenarios.

"Just the dashboard alone has transformed our operations," said Bamford. "We can see capacity trends, spot issues earlier, and respond faster."

IG also saw a 39.31% year-on-year reduction in alert noise, helping teams focus on real incidents while reducing operational fatigue. This, combined with improved dashboards and historical data, led to a significant estimated savings of £2 million in virtualization capacity planning alone.

Scaling observability while supporting automation and compliance

As IG continues its automation journey, LogicMonitor is also playing a role in future fault resolution strategies. The infrastructure team plans to further integrate external data from ThousandEyes and NS1 to provide end-to-end visibility from DNS to cloud.

What's next?

With full observability of their environment, IG is now focused on:

- Integrating ThousandEyes and NS1 data for broader observability.
- Automating fault resolution workflows using LogicMonitor alert insights.
- Re-evaluating APM potential to provide end-to-end service visibility.

> " Scaling with LogicMonitor wasn't just about replacing a broken tool. It was about building a foundation for regulatory compliance, infrastructure automation, and business growth"
>
> **Steven Bamford,** *Senior Network Engineer*

WHY THIS MATTERS FOR FINANCIAL SERVICES

In highly regulated and fast-moving markets, observability is the difference between proactive control and reactive firefighting. With DORA now in effect, institutions like IG must not only deliver resilient operations but prove it, consistently, and under audit. Centralized log retention and analysis through LM Logs is a key part of that proof, allowing organizations to show end-to-end observability and verifiable incident response histories — a cornerstone of DORA's resilience and reporting requirements.

LogicMonitor enables that shift—from legacy instability to unified, future-ready observability across critical trading systems.

ABOUT IG

IG is a global leader in online trading and investments, offering clients access to a wide range of markets, including forex, shares, indices, commodities, and cryptocurrencies. With over 45 years of experience, IG provides innovative trading platforms, educational resources, and 24/7 customer support to empower both retail and institutional clients to navigate the financial markets. IG is committed to responsible trading and promoting financial literacy, and is a constituent of the FTSE 250, with its shares listed on the London Stock Exchange.

ABOUT LOGICMONITOR

LogicMonitor® is the AI-first hybrid observability platform powering the next generation of digital infrastructure. LogicMonitor delivers complete visibility and actionable intelligence across on-premises, cloud, and edge environments. By anticipating issues before they strike, optimizing resources in real time, and enabling faster, smarter decisions, LogicMonitor helps IT and business leaders protect margins, accelerate innovation, and deliver exceptional digital experiences without compromise. For more information, visit logicmonitor.com and our blog, or follow us on LinkedIn, X, Facebook, and YouTube.

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