

Learn How StoneX Achieved Zero False Positive Alerts Across Its Global Trading Environment



INDUSTRY

Consumer Services

PRODUCTS

Synthetic Monitoring

SOLUTIONS

- + Customized reporting for stakeholder visibility and performance analysis
- + Real-time alerting with zero false positive notifications
- + Advanced analytics for internal and third-party service performance
- + Proactive testing and validation through scheduled monitoring exercises

SUCCESS BY METRICS

- + Zero false positive alerts
- + No increase in other, unnecessary alerts
- + 45 global nodes covered by synthetic monitoring

KEY OUTCOMES



Internal teams are able to schedule weekly testing drills for proactive system evaluation



Reporting tools deliver more valuable insights required for internal stakeholder evaluation



Ongoing monitoring supports better platform experiences and network access for customers

StoneX: Delivering Global Market Access With Confidence

StoneX Group Inc. (NASDAQ: SNEX), formerly known as GAIN Capital, is an institutional-grade financial services organization that provides global market access, clearing and execution services, and advanced trading platforms to customers worldwide. Operating across international markets requires StoneX to maintain highly available systems that support real-time financial transactions, pricing data, and trading activity around the clock.

For StoneX, even minor performance disruptions can impact customer experience, trading activity, and business reputation—making reliable monitoring and rapid issue detection critical to success.

CHALLENGE: MAINTAINING VISIBILITY ACROSS A GLOBAL TRADING INFRASTRUCTURE

Financial markets operate continuously, creating little margin for error when it comes to application performance, network availability, and customer experience. StoneX supports both its own trading platforms and white-label solutions used by financial institutions, extending the importance of platform reliability beyond its direct customer base.

To deliver a consistent experience for traders around the world, StoneX needed an internet performance monitoring solution capable of:

- Providing continuous visibility into global trading services
- Detecting issues before customers experienced disruptions
- Monitoring complex APIs and streaming HTTP services
- Supporting rapid, reliable alerting without generating unnecessary noise

The team recognized that traditional monitoring approaches often create alert fatigue, making it more difficult for operations teams to identify genuine issues quickly. StoneX needed a solution that could deliver actionable intelligence without increasing operational burden as well as visibility to external dependencies, such as the internet.

Why StoneX Chose Catchpoint and LogicMonitor

StoneX selected Catchpoint, a LogicMonitor company, because it could:

- Monitor critical trading infrastructure, including API and streaming HTTP services
- Support complex scripting requirements across key business workflows
- Deliver synthetic monitoring coverage across 45 global monitoring nodes
- Provide deep analytical insights into both internal systems and third-party service providers
- Enable real-time visibility into customer-facing digital experiences

This combination of global visibility and precise alerting helped StoneX build confidence in its ability to proactively identify performance issues before they affected customers.

RESULTS: IMMEDIATE IMPROVEMENTS IN MONITORING ACCURACY AND VISIBILITY

Following deployment, StoneX experienced immediate operational benefits:

- **Zero false positive alerts**
- **No increase in unnecessary alert volume**
- **45 global nodes covered through synthetic monitoring**
- **Immediate outage detection and notification**

By eliminating false alerts while maintaining comprehensive visibility, StoneX improved confidence in its monitoring strategy and enabled teams to focus on resolving real issues rather than investigating unnecessary notifications.



The worry with any of these alerting tools was that they create more noise than problems that they solve. But we haven't had a single false positive, and for each of our few outages, Catchpoint noticed immediately."

Edward Wilde, *Technical Architect for Trading Systems, StoneX (formerly known as GAIN Capital)*

KEY BENEFITS FOR STONEX



Proactive System Validation

Reliable alerting and global monitoring visibility have enabled StoneX teams to schedule weekly testing drills that proactively evaluate system health and readiness. This approach helps identify potential issues before they affect customers and supports a more resilient trading environment.



Improved Reporting and Stakeholder Visibility

Catchpoint's reporting capabilities provide richer operational insights that help internal teams communicate platform performance more effectively to stakeholders. Enhanced reporting supports data-driven decision-making and greater organizational confidence in service reliability.



Better Digital Experiences for Customers

Continuous monitoring across global locations helps ensure customers can access trading platforms and services reliably, regardless of geography. Ongoing visibility into network and application performance supports a more consistent and dependable user experience.

Why This Matters for Financial Services Organizations

For financial services organizations, platform availability and performance directly influence customer trust and business outcomes. StoneX's experience demonstrates how effective observability can help organizations:

- Eliminate false positive alerts that contribute to alert fatigue
- Improve visibility across globally distributed services
- Detect outages quickly and respond with confidence
- Deliver reliable digital experiences for customers
- Support the growth of customer-facing and white-label platforms

By combining synthetic monitoring, intelligent alerting, and comprehensive reporting, organizations can strengthen operational resilience while improving the experiences they deliver to customers.

ABOUT STONEX

StoneX Group Inc. (NASDAQ: SNEX) is an institutional-grade financial services franchise, offering advanced digital platforms, end-to-end clearing and execution services, and deep expertise to our clients worldwide. StoneX was founded in 1924 specializing in hedging futures and commodity contracts. More than a century later, we have grown into a leading publicly traded, Fortune 50 financial institution serving 54,000+ institutional, commercial, payments and 260,000+ self-directed clients around the world.

ABOUT LOGICMONITOR

LogicMonitor® is the AI-first platform for Autonomous IT, enabling enterprises to operate complex digital systems with greater resilience, efficiency, and confidence. By unifying visibility from user to code across infrastructure, cloud, Internet, and digital experience, LogicMonitor delivers the intelligence required to anticipate issues, eliminate blind spots, and take action automatically. Powered by Edwin AI, LogicMonitor helps IT and business leaders reduce operational toil, protect revenue, and accelerate innovation in an increasingly complex digital world. For more information, visit www.logicmonitor.com and [our blog](#), or follow us on [LinkedIn](#), [X](#), [Facebook](#), and [YouTube](#).



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