

How teams use 2Steps

2Steps checks your applications the way a real user would: logging in, opening apps, and completing journeys, around the clock. It alerts you the moment something breaks or slows down, with a video of exactly what happened. This pack shows real ways customers use it today, drawn from banks, hospitals, utilities, and software companies.

Where 2Steps fits

2Steps is not a replacement for APM or infrastructure tools like Splunk, Dynatrace, or Datadog. Those tools watch systems from the inside. 2Steps watches from the outside, like a user, and answers the one question they can't: **can a person actually complete the task right now?**

Sees what others can't

Citrix and VDI, thick-client desktop apps, mainframes, and logins behind MFA. If a user can see and click it, 2Steps can test it.

Proof, not opinions

Every run is recorded on video. When something fails, you have evidence of what broke, where, and when.

In this pack: four families of use cases. Keeping customer channels healthy (page 2), monitoring Citrix and clinical systems (page 3), settling vendor disputes with evidence (page 4), and jobs beyond monitoring (page 5).

USE CASE FAMILY 1

Keeping customer channels healthy

When a customer-facing channel breaks, the business finds out from complaints. These teams use 2Steps as a permanent "test customer" so they find out first.

Internet and mobile banking

RETAIL BANK

Transactional tests run around the clock against internet banking, mobile apps, and card services, giving an outside-the-network view of what customers experience. When login performance degraded, 2Steps measured the slowdown precisely, turning a vague complaint into a fixable problem.

Integration chains between platforms

REAL ESTATE GROUP

The business runs on data flowing between a CRM, marketing tools, listing portals, and 1,000+ franchise websites. A failure in any link costs revenue, and no single team owns the whole chain. 2Steps tests the complete journeys end to end: agent logins, profile updates, listing workflows, so integration failures surface before agents or clients hit them.

High-stakes public services

HEALTHCARE PROVIDER

During COVID-19, a national vaccination booking site had to work every minute of the day. 2Steps monitored the public booking journey continuously, so issues were caught and fixed before they made the news.

Why it works: infrastructure dashboards can show all green while a login button is broken. A test that behaves like a customer is the only check that catches what customers actually feel.

USE CASE FAMILY 2

Citrix, VDI, and thick-client applications

Most monitoring tools can't see inside Citrix sessions or desktop applications at all. This is where 2Steps is often the only option, and it's the core use case for our largest customers.

Patient records across 14 hospitals

STATE HEALTH DEPARTMENT

Doctors and nurses access the patient management system through Citrix. 2Steps logs in and exercises the clinical workflow from each hospital, continuously. When the system slows down, the team can see instantly whether it's one site or all of them, which is usually the fastest clue to where the fault lies.

Thick-client apps with sensitive data

PATHOLOGY PROVIDER

Laboratory systems are desktop applications handling patient data, invisible to web-based monitoring. 2Steps tests them like an operator would, and **blurs sensitive information on screen** in the recorded videos, so monitoring evidence never becomes a privacy problem.

Citrix and Windows apps for field operations

EUROPEAN ENERGY UTILITY

Engineering and asset-management teams depend on Citrix-published and Windows applications daily. 2Steps monitors those sessions continuously and feeds results into the utility's existing dashboards, filling the gap their other tools left after a legacy monitoring vendor exited the market.

Why it works: 2Steps tests what's on the screen, not the code behind it. Citrix, VDI, mainframe green-screens, and desktop apps all look the same to it: pixels a user needs to work.

USE CASE FAMILY 3

Ending vendor blame games with evidence

When a critical system fails and three vendors each say "it's not us", incidents drag on for weeks. Video evidence and per-site test results change the conversation.

Was it the network or the application?

STATE HEALTH DEPARTMENT

A recurring patient-system fault sat unresolved because the application vendor and the network carrier each pointed at the other, and the IT team had no proof either way. 2Steps localised the issue to just 3 of 14 hospitals, which showed it was the carrier, not the application. Armed with that, the team drove the right vendor to fix it.

Replaying an intermittent failure on video

REGIONAL HOSPITAL

A recurring failure in a core system was disputed between the vendor and the infrastructure team. 2Steps replicated the failure on schedule and recorded it, and the video ended the dispute. A separate incident was isolated the same way: the medical imaging system was at fault, not the network everyone suspected.

A consistent baseline for every incident

RETAIL BANK

Because 2Steps runs the same journeys the same way every few minutes, it doubles as a baseline: when an incident is declared, the team checks what the "test customer" saw before, during, and after. That timeline is often the quickest way to scope impact and confirm recovery.

Why it works: "the system is slow" is an argument. A video of a login taking 40 seconds at 3 of your sites, timestamped and repeatable, is a fact.

USE CASE FAMILY 4

Beyond monitoring

Once a team can replay any user journey on demand, they find other jobs for it.

Release and QA testing

EUROPEAN SAAS COMPANY

An ERP software maker runs 2Steps journeys against its own product before and after every release: logins, workflows, screens loading as expected. The same tests that monitor production double as an automated regression suite, with no scripting team.

Production verification

RETAIL BANK

After a change window or overnight maintenance, 2Steps confirms every critical journey still works before staff and customers arrive, so Monday morning surprises stop happening.

SSL certificate monitoring

EUROPEAN ENERGY UTILITY

Expired certificates take services down silently. 2Steps watches certificates across the estate and raises the alarm well before expiry.

Monitoring the monitoring

TELECOMMUNICATIONS PROVIDER

If the observability platform itself goes down, every alert goes quiet. 2Steps logs into the monitoring stack as a user and confirms it's alive, the watcher watching the watchers.

A pattern worth noticing

Nearly every customer started with one journey on one application, usually a login check, and grew from there. The right first step is small: pick the workflow that would hurt most if it broke, and put a test customer on it this week.

Want to see your workflow tested? A first test takes about 15 minutes to build. We'll do it with you on a call, and free self-paced training is at 2Steps Education.

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