

Where 2Steps fits alongside Splunk

What each tool does, where they overlap, and how they cover more together. Written for Splunk teams selling into enterprise accounts, and for Splunk customers deciding what to monitor next.

What 2Steps is

A robot user that runs your most important workflows on a schedule, day and night, so problems surface before real people hit them.

01

Login

Signs in like a real user, including MFA or SSO

02

Do the task

Search, open a record, submit a form: the real journey

03

Check it worked

Confirm the right screen and data appeared

04

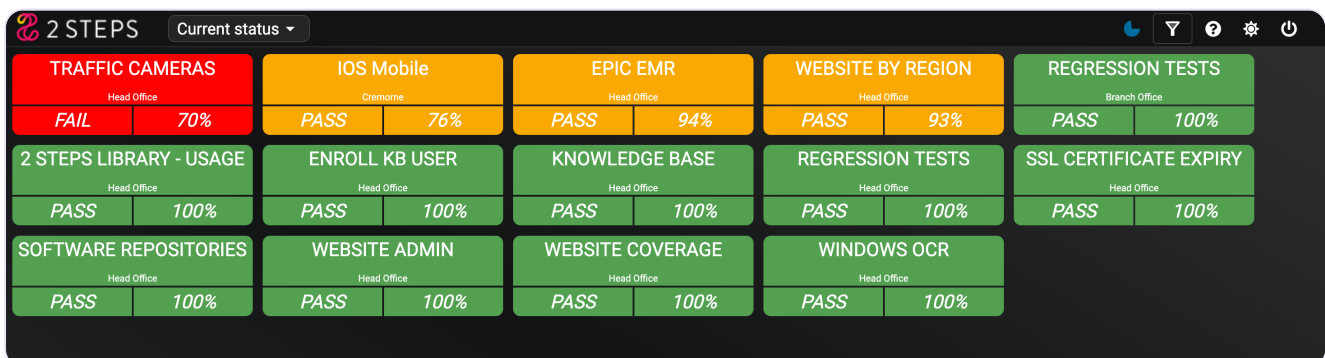
Repeat

Runs the workflow around the clock, unattended

05

Alert if broken

If anything fails or slows, the team is notified with video



2Steps status view: every monitored journey with a pass, fail, and health score, by site.

In this brief: where the two tools overlap and where they don't (page 2), two coverage gaps worth naming in an account (page 3), three worked scenarios (pages 4 and 5), and the signals that make 2Steps a strong fit (page 6).

THE OVERLAP

Complementary, not competing

Splunk Synthetics sees the browser layer clearly. Two things sit outside that view, and both are where enterprise staff spend their day.

UX failures outside the DOM

A button that doesn't render, a frozen screen, a broken layout. A DOM check confirms an element exists, not that a person could finish the task.

Work inside Citrix and VDI

The session runs outside the web app entirely. That is where the work happens, and where 2Steps picks it up.

Most enterprise staff don't work in a browser all day. They work inside Citrix sessions, virtual desktops, mobile apps, and older line of business systems. That is exactly what web focused tools struggle to monitor, and exactly where 2Steps simulates the real end user journey.

Side by side

CAPABILITY	SPLUNK SYNTHETICS	2STEPS
Best at	Websites, web apps, APIs	Citrix, VDI, desktop, legacy and mobile, plus web apps and APIs
How tests are built	Scripted or configured by technical users	Point and click recording, no code required
When something breaks	Performance charts and metrics	Video replay of the exact failure
Apps inside Citrix and VDI	Web focused	Core strength
Where it runs	Splunk Cloud, global test locations	On premise, inside your environment
Login types supported	Web based logins	Handles MFA, SSO, and 2FA

The short version: Splunk answers whether the systems are up. 2Steps answers whether a person can actually finish the job. Neither answer replaces the other, and an incident is usually resolved fastest when the team has both.

BEYOND THE BROWSER

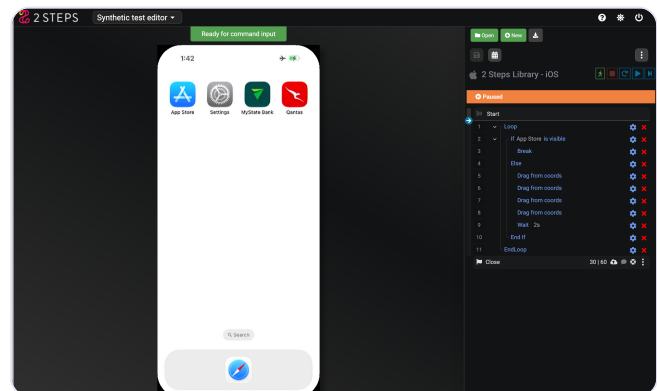
Two coverage gaps worth naming in an account

Both come up constantly in enterprise accounts, and neither is reachable from a synthetic browser check.

Native mobile apps on real devices

2Steps drives real iOS and Android handsets the way a customer does: unlocking, finding the app, tapping through the journey, and confirming the right screen came back. Banking apps, airline apps, and staff apps are monitored on the device itself, not in a browser emulation of it.

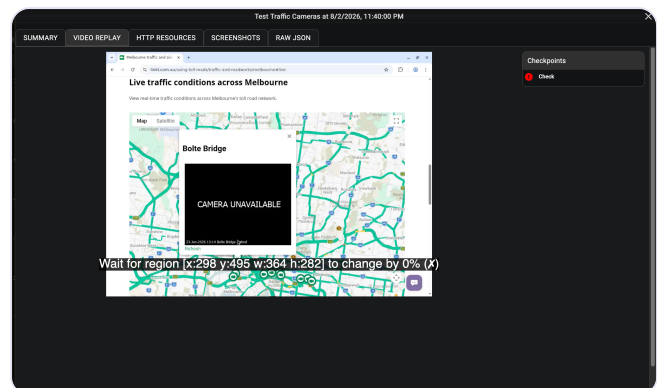
A recorded iOS journey: swipe the home screen until the app is found, open it, and verify the result.



Checking that moving things are still moving

Some screens are only healthy when they change. 2Steps can watch a region of the screen and fail the test when it stops changing, which catches frozen video feeds, stalled dashboards, and stuck live tickers that every other check reports as available.

In practice: a traffic camera page returns HTTP 200 and the video element is present, so infrastructure monitoring stays green. 2Steps waits for the camera region to change, sees zero change, and raises the failure with video proof.



SCENARIO 1 · HEALTHCARE

Hospital staff can't get into the patient record system

A nurse at a Sydney hospital opens a patient's record at the start of a shift. The screen loads but freezes, and the record never appears. Within twenty minutes the help desk has a dozen calls.

Splunk Synthetics

The web front end is up. Checks hit the login page and the API behind the EMR, both responding normally with green response times. From Splunk's view the application is healthy, because at the browser and API layer it is.

2Steps

2Steps logs in through Citrix the way the nurse does, including MFA, opens a patient record, and waits for the data to render. It never loads inside the session. The test fails, and 2Steps captures video of the frozen screen.

Together: 2Steps sends its video and timing into Splunk. Splunk shows the infrastructure is fine, 2Steps shows the user journey is broken inside the session. That points straight at the Citrix layer, so the team stops chasing the wrong thing.

SCENARIO 2 · BANKING

A regional branch can't process loans

Customers at a regional branch report that loan applications won't submit. Head office can't reproduce it, because everything works fine from the city.

Splunk Synthetics

Runs synthetic checks from its global test locations. The loan web app responds normally from every node it tests. Green across the board.

2Steps

Runs the same workflow on premise, from inside the branch's actual environment. The submit step times out. The problem only exists on the link between that branch and the data centre, which external test nodes never touch.

Together: Splunk confirms the application is healthy. 2Steps localises the failure to one regional connection, so the team moves from the app to the network path. Splunk tested from the outside; 2Steps tested from where the staff actually sit.

SCENARIO 3 · PLATFORM MIGRATION

Moving an app to a new platform

A company is migrating a thick client application to a new virtual desktop platform. They need to know staff can still do their jobs after cutover, before go live.

Splunk Synthetics

Validates that the web facing and API components are responding on the new platform.

2Steps

Runs the full end user workflow on both the old and new platforms and compares them. It catches a key screen that renders correctly on the old setup but freezes on the new one, with video proof, before any real user is affected.

Together: Splunk confirms the back end services moved cleanly. 2Steps confirms whether the user journey survived the move.

How they work together

2Steps runs the journeys

Across Citrix, desktop, mobile, and web, capturing pass or fail, timing, and video.

Splunk brings it together

2Steps results sit alongside logs, metrics, and traces in one observability view.

One picture

Find the issue in Splunk, then watch the video of what the user actually saw.

For an existing Splunk customer, 2Steps extends coverage into the Citrix, desktop, and mobile applications synthetic checks can't reach, without replacing anything they already have.

The question to ask in an account: when a user says the system is slow or broken, can the team see what that user saw? If the answer involves a screen share and a guess, there is a gap that 2Steps fills.

QUALIFYING

When to bring 2Steps to a client

Signals that 2Steps is a strong fit alongside an existing Splunk deployment.

Staff access critical apps through Citrix, AVD, or Omnisia Horizon

Security or compliance requires an on premise, air gapped setup

Important systems are thick client, Java, or legacy, not just web

Teams are drowning in infrastructure alerts but still miss outages

They want to know a workflow works, not just that a server is up

Logins involve MFA, SSO, or 2FA that other tools can't automate

Why the partnership matters

For the customer

Proactive detection from real endpoints, and measurable proof that the deployment is delivering.

For partners and MSPs

Turn every deployment into a monitoring engagement, and add monitoring as a managed service.

For the ecosystem

Endpoints move from managed devices to monitoring assets, a capability nothing else in the stack offers.

Take it into an account

We will build the first workflow with you on a call. Free self paced training is available at 2Steps Education.

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GET IN TOUCH

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