

Customer Case: Accel Entertainment Gaming, LLC



Accel Entertainment Modernizes Onboarding and Offboarding with EasyEntra



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used to require an on-prem Exchange
Management server."*

Kyle Hogan
Director of Information Security
Accel Entertainment Gaming, LLC

ABOUT ACCEL ENTERTAINMENT

Accel Entertainment Gaming, LLC is a United States-based organization operating in the route gaming, casino, and horseracing sectors.

The company partners with small businesses to provide legal entertainment devices that benefit both the business and the surrounding community.

With approximately 1,700 users managed in its environment, Accel Entertainment's IT team supports a Microsoft 365 and Active Directory setup in which speed, consistency, and compliance are key to daily operations.

THE CHALLENGE: MODERNIZING USER LIFECYCLE MANAGEMENT

Before adopting EasyEntra, Accel Entertainment relied on traditional administrative workflows around Active Directory and on-premises Exchange Management.

Remote administration was slower than needed: For quick support tasks, especially when working remotely, the team often had to remote into machines running ADUC or Exchange tools.

Onboarding relied on manual steps: different roles required different processes, and the Exchange

Management server was often the bottleneck in onboarding.

Offboarding needed more consistency: Some team members could complete offboarding in minutes, while others needed much longer to ensure every step was completed correctly.

Compliance requirements had to be met: As a regulated organization, Accel Entertainment needed to document and standardize offboarding in accordance with internal audit and SOX requirements.

These challenges highlighted the need for a modern tool that could reduce friction while supporting a controlled, auditable user lifecycle.

WHY EASYENTRA?

Accel Entertainment trialed EasyEntra twice before purchasing and gradually transitioned from ADUC-based administration to the standalone EasyEntra console.

Faster remote support: When working remotely, the EasyEntra application is faster than remoting into ADUC machines for quick user management tasks.

Role-based onboarding templates: The team uses user templates for onboarding users with the same role and permission level.

Gradual implementation: Accel Entertainment could start with specific roles and departments first, making adoption easier in a regulated environment.

IMPLEMENTATION AND DAILY IMPACT

The IT team adapted quickly to EasyEntra. Training was easy and quick, and the people using the tool say they love it.

Key Benefits:

Faster daily administration: EasyEntra speeds up tasks that previously required on-premises Exchange Management tools or remote access to ADUC machines.

More efficient onboarding: Automated roles have already reduced onboarding time, with additional mailbox settings planned for future use.

No reliance on Exchange infrastructure: Accel Entertainment is turning off the Exchange Admin server, reducing costs and removing a bottleneck in onboarding.

Broader team participation: Additional employees have been trained to help with onboarding and offboarding.

ONBOARDING, OFFBOARDING, AND COMPLIANCE

EasyEntra is helping Accel Entertainment modernize user lifecycle by automating terminations for specific roles and standardizing repeatable steps.

Group membership assignment has already been useful, and the team plans to expand the use of mailbox settings as the process matures.

EasyEntra supports Accel Entertainment's goal of creating a standardized offboarding process that can be documented, reviewed, and aligned with the organization's SoX compliance requirements.

"We are looking to modernize our onboarding and offboarding process to reduce time to onboard and standardize offboarding according to compliance requirements."

- Kyle Hogan



ACCELENTERTAINMENT®

COST AND VALUE

Accel Entertainment sees EasyEntra as a cost-effective alternative to maintaining server-based management infrastructure. There are no server VMs or hardware costs for EasyEntra itself.

The annual license is viewed as similar to running an Exchange Management server in Azure, while updates are quick and painless.

SUPPORT AND MAINTENANCE

Accel Entertainment worked with EasyEntra during two extended trials before becoming a customer, and the support experience was positive throughout that process.

Updates are easy because the publisher signs the files, and the team sees limited indirect costs beyond process documentation and training.

A STRONG FIT FOR IT OPERATIONS

"The EasyEntra support team has been very helpful during our two extended trials," says Kyle Hogan. "We think the tool is excellent."

Annual License includes:

Unlimited Installations and IT Admins: The license includes unlimited installations and access for all IT team members, enabling efficient collaboration at no extra cost.

Comprehensive Support and Upgrades: The license includes unlimited support and regular updates, ensuring the tool stays up to date with evolving Microsoft 365 requirements.

No Additional Infrastructure Needed: EasyEntra operates as a client-side tool, eliminating the need for costly infrastructure investments.

Contact EasyEntra for more information and get a free 30-day trial.

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