

Customer Case:

SOLID IT

SOLID IT Accelerates Microsoft 365 Support with EasyEntra



"With EasyEntra, our first-line support team can resolve tickets in seconds instead of hours."

It's intuitive, powerful, and fits our business model like a glove."

Sofus Rossing
CEO
SOLID IT

ABOUT SOLID IT

SOLID IT is a Danish **Managed Service Provider** specializing in Microsoft 365 services. The company delivers fully managed IT solutions for small and midsize businesses (SMBs) and provides specialized consultancy for larger organizations. Known for its deep Microsoft expertise, SOLID IT supports a wide variety of customers, including a significant number of non-profit organizations.

Supporting both managed and co-managed environments, SOLID IT required a tool that could streamline Microsoft 365 administration across tenants while maintaining security, speed, and flexibility.

THE CHALLENGE: MULTITENANT MANAGEMENT & FIRST-LINE SUPPORT

The SOLID IT team faced challenges that are common for growing MSPs:

First-line support was slowed down by navigating between Microsoft 365 admin portals, scripting in PowerShell, and switching browser sessions between tenants.

Onboarding new IT staff was time-consuming, with a steep learning curve tied to Microsoft's fragmented tools.

Ensuring standardized and consistent user lifecycle management processes across their customer base.

Scalability and automation were limited by manual, repetitive tasks that couldn't easily scale with a growing customer base.

Hybrid environments added another layer of administrative complexity due to the need to manage both cloud and on-prem components within a single customer setup.

WHY EASYENTRA?

SOLID IT adopted EasyEntra as its go-to solution for first-line support and multitenant management. EasyEntra's intuitive interface and powerful feature set quickly proved to be a game-changer:

Multitenant Console: Supporters can manage all customers from a single interface without switching browser sessions - making cross-tenant support fluid and efficient.

Free for Small Customers: Many of SOLID IT's managed customers have fewer than 25 users, allowing them to benefit from EasyEntra at no additional cost.

Shared Licensing: In co-managed environments, SOLID IT and the customer share a single license, creating a seamless experience without increasing expenses.

REAL-WORLD IMPACT

Since deploying EasyEntra, SOLID IT has seen tangible improvements:

Faster Ticket Resolution: First-line tickets are resolved significantly faster, improving SLA compliance and customer satisfaction.

Standardized On/Offboarding: EasyEntra ensures consistent onboarding and offboarding processes across all customers and automates these workflows, eliminating manual steps and enabling true scalability.

License Optimization: SOLID IT uses the M35 Licensing Report module in EasyEntra to audit Microsoft 365 license usage and recommend optimizations - resulting in real savings for their clients.

Hybrid Environment Support: EasyEntra simplifies management of hybrid AD/M365 setups and has been used successfully in projects to remove on-prem Exchange servers - eliminating security risks and lowering maintenance costs.

"It's rare to find a product that's both powerful and cost-conscious. EasyEntra's licensing model lets us provide better service without breaking the bank - especially for our many small and nonprofit customers."

"One of our biggest wins was replacing on-prem Exchange with EasyEntra across several customers. It reduced overhead, closed security gaps, and made everyone's life easier," says Sofus Rossing.



FAST TRACKING NEW SUPPORTERS

EasyEntra is now a core part of SOLID IT's internal training strategy. The intuitive UI and simplified workflows enable junior IT staff to become productive with minimal ramp-up time.

"Before EasyEntra, it took too long to get a new supporter productive in M365. Now, they can start helping customers from day one," says Sofus Rossing.

RECOMMENDED FOR MANAGED SERVICE PROVIDERS

SOLID IT strongly recommends EasyEntra for MSPs looking to simplify Microsoft 365 administration.

"EasyEntra has become an essential part of how we operate. It enables us to serve more customers with higher quality and fewer resources," concludes Sofus Rossing.

Annual License includes:

Unlimited Installations and IT Admins: All IT staff can use EasyEntra without additional cost.

Comprehensive Support and Upgrades: The license covers unlimited support and regular updates.

No Additional Infrastructure Needed: EasyEntra is a standalone, client-side tool - no servers or web components required.

Free for Tenants with <25 Users: Perfect fit for small businesses and nonprofits.

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

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