

EasyEntra

Customer Story: Seashell Trust

Seashell Trust Streamlines Staff Lifecycle Management with EasyEntra

Seashell
A charity transforming the lives of disabled children and young adults with the most complex needs.

"EasyEntra has significantly streamlined user lifecycle management for our organization."

Richard Wilde
Systems Administrator
Seashell Trust

ABOUT SEASHELL TRUST

Seashell Trust is a UK charity that provides specialist education, care and support services for disabled children and young adults with the most complex needs in the country.

As Systems Administrator, Richard Wilde manages and supports Seashell Trust's Microsoft 365, Entra ID and Active Directory environments, along with server infrastructure, endpoint management and user lifecycle processes for approximately 800 users.

THE CHALLENGE: A CONSTANT FLOW OF STAFF CHANGES

As a care organization, Seashell Trust regularly processes starters, leavers, and role changes, with a relatively high volume of staff changes compared to many other sectors.

Many portals: Common user administration tasks meant navigating multiple Microsoft administration portals.

Getting every detail right: Each starter, leaver, and role change required the correct licenses, group memberships, mailbox configuration, and permissions.

CHOOSING EASYENTRA

Seashell Trust already used Easy365Manager and became aware of EasyEntra as its modern successor for Microsoft 365 and Entra ID administration.

More than the native tools: Microsoft's native administration tools were considered, but EasyEntra offered a more streamlined, efficient management experience for administrators.

Simple and powerful: *"The simplicity of deployment and the amount of Entra administration functionality available from a single interface were both pleasant surprises."*

EASY TO SET UP AND MAINTAIN

Installing EasyEntra was *"straightforward and uncomplicated."* The team was up and running quickly, with minimal disruption to existing administration processes.

Key Benefits:

Very little training: The interface is *"intuitive and familiar,"* so IT staff and the service desk got up to speed quickly.

Easy to maintain: Asked how easy EasyEntra is to upgrade and maintain, Richard answers: *"Very easy."*

Responsive support: Richard describes the support team as *"responsive, knowledgeable, and quick to assist whenever required."*

Low running costs: Asked about indirect costs, Richard answers: *"Minimal staff time."*

A close fit: EasyEntra *"aligns closely with our operational needs, particularly around user lifecycle management,"* says Richard.

ONE INTERFACE FOR EVERY TASK

From first-level support to senior-level work, the team handles account, licensing, mailbox, and permission changes in one place, without switching between Microsoft portals.

AUTOMATED ONBOARDING AND OFFBOARDING

Automation has delivered some of the biggest benefits. EasyEntra now handles license assignments, group memberships, mailbox configuration, and standardized user provisioning.

Onboarding and offboarding times are down by approximately 50–75%. New starters are onboarded quickly, and leavers are processed promptly and consistently.

In Richard's words, automation *"has significantly reduced manual errors while ensuring users receive the correct permissions, licenses, and group memberships consistently."*

Ticket turnaround times have improved, and the team now spends more time on infrastructure improvements, projects, and higher-value support activities.

"In a care environment where staff changes are frequent, the automation and efficiency gains have saved valuable time while ensuring a consistent and secure process every time."

- Richard Wilde, Systems Administrator, Seashell Trust

Seashell

THREE BENEFITS OVER EASY365MANAGER

Richard names three primary benefits of EasyEntra compared to the previous setup with Easy365Manager: enhanced Entra ID administration capabilities, greater automation of onboarding, offboarding and staff lifecycle management, and faster, more efficient day-to-day administration in a high-turnover care environment.

SECURE AND GOOD VALUE

There have been no significant security concerns with EasyEntra. As a charity, Seashell Trust received a charity discount, which Richard says *"helped us massively in getting approval from the board members"*.

On value, he is clear: *"The cost savings in time outweighs the cost of the product."*

A TOOL RICHARD RECOMMENDS

Would Richard recommend other Easy365Manager customers to upgrade? *"Absolutely. EasyEntra builds upon the strengths of Easy365Manager while providing enhanced Microsoft 365 and Entra ID functionality, improved automation, and greater administrative efficiency."*

He adds: *"For organizations with frequent onboarding and offboarding requirements, such as those in the care sector, the time savings and consistency benefits are particularly valuable."*

Annual License includes:

Unlimited Installations and IT Admins: The license includes unlimited installations and access for all IT team members, enabling efficient collaboration without extra costs.

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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