IXP DATA

TECHNICAL WHITEPAPER

EasyInstall Identity Management

One workspace for identities, devices and the entire user lifecycle

Active Directory | Microsoft Entra ID | Microsoft 365 | Exchange Online | Intune

IDENTITIES	ACCESS	DEVICES
Users, groups and authentication methods	Roles, scopes, licences and delegation	Entra, Intune and EasyInstall inventory

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Document version 1.0 | 10 September 2026

EXECUTIVE OVERVIEW

Connected identity management

User administration often begins in Active Directory, continues in Microsoft Entra ID, Microsoft 365, Exchange Online and Intune, and may end in PowerShell, a spreadsheet or a support case. Each tool has its purpose, but the overall process can become fragmented.

EasyInstall Identity Management brings the most common administrative workflows into EasyInstall Administrator. IT teams can work with on-premises Active Directory domains and Microsoft Entra ID in a familiar environment while seeing the connection between users, groups, licences, mailboxes and Windows devices.

Practical value

- Fewer switches between specialised consoles in day-to-day administration.
- A clearer connection between identity, access, licences, mailboxes and devices.
- Restricted delegation by function, organisation, geography, domain, OU or Collection.
- Repeatable onboarding and offboarding jobs with previews, status information and audit.
- Copyable results that make documentation and support cases easier to manage.

What the solution is

EasyInstall does not replace Active Directory, Microsoft Entra ID or Microsoft 365. The solution serves as an integrated administrative workspace and process engine operating on top of the platforms' existing security models. AD ACLs, Microsoft Graph permissions and Exchange RBAC continue to apply.

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THE WORKFLOW

From multiple tools to one workspace

Microsoft provides powerful, specialised administration tools. In practice, however, tasks are distributed across Active Directory Users and Computers, Microsoft Entra admin center, Microsoft 365 admin center, Exchange admin center, Intune admin center and PowerShell, among others.

EasyInstall brings the most common operational tasks into the same administrator already used by the endpoint team. This reduces the need to identify the right tool for each step and creates a more consistent workflow across on-premises and cloud environments.

Identity and device management are connected

User	Groups and permissions	Licences	Mailbox	Entra and Intune	EasyInstall device

When a computer is found in Active Directory or Microsoft Entra ID, the administrator can proceed to the EasyInstall device properties and inventory. A Windows device that is not yet managed can be brought into EasyInstall through the relevant agent or MEM/Intune workflow.

Three questions within the same workflow

Who is the user?

- Profile and organisation
- Kontaktoplysninger
- Godkendelsesmetoder

What access does the user have?

- Groups and memberships
- Licences and service plans
- Mailbox and delegation

Which devices are linked to the identity?

- Entra and Intune inventory
- EasyInstall Device Properties
- Inventory and deployment

ON-PREMISES IDENTITY ADMINISTRATION

Active Directory

EasyInstall displays the actual domain, OU and container structure and allows administrators to switch between known Active Directory domains. The workflow is inspired by Active Directory Users and Computers, including Advanced Features for advanced objects and pages.

Users and groups

- Search within the selected AD domain.
- View and administer users, groups and computers.
- Create, edit, clone and delete users.
- Create and maintain groups, members, memberships and the responsible owner.
- Comprehensive user properties, including address, organisation, telephone numbers, profile, memberships, certificates, object data, security and attributes.

Consistent creation using user templates

Shared AD user templates make it possible to reuse the correct settings when creating users. This supports a more consistent process and reduces reliance on individual workflows.

The computer as part of the identity

Known computers link directly to EasyInstall Device Properties. Unmanaged Windows computers can be brought into EasyInstall so that identity and endpoint data can form part of the same operational environment.

Lifecycle processes in Active Directory

Onboarding and offboarding policies can include scripts, OU moves, group memberships, home drive and mailbox archiving, and a final status report. The specific process can be adapted to the organisation's existing structure and responsibilities.

CLOUD IDENTITIES

Microsoft Entra ID and Microsoft 365

EasyInstall brings the administration of Entra users, groups and devices together with the relevant Microsoft 365 tasks. Administrators work with familiar objects while gaining a more connected workflow across identity, licences and endpoint data.

Users

- Create, edit, clone and delete
- Profile, addresses and organisation
- Telephone numbers, photo and cloud information
- Shared Entra user templates

Groups and licences

- Members, memberships and owners
- Product names and capacity
- Apps and service plans
- Multi-select and bulk editing

Access and devices

- Password reset
- Temporary Access Pass
- MFA registration and sessions
- Entra and Intune inventory

EasyInstall Collections

Collections provide a local, shared and hierarchical structure for organising Entra users, groups and devices according to the organisation's needs. An object can belong to multiple Collections while continuing to appear under the standard Entra categories.

Drag-and-drop and multi-select make organisation quick. References to objects deleted in Entra are removed during a validated update. Collections can also be used as administrative scopes, connecting organisation with delegation.

Bulk tasks with a controlled scope

Multi-select and bulk editing support common changes to users, licences and group memberships. Combining these features with roles and scopes makes it possible to restrict who may perform specific tasks and on which objects.

COMMUNICATION AND RESOURCES

Exchange Online

Exchange tasks can form a direct part of the overall user workflow. This makes it possible to manage identity, access, licences and mailboxes within the same administrative context.

Mailbox and addresses

- Mailbox settings and forwarding.
- Primary and secondary SMTP and proxy addresses.
- Administration of mobile and ActiveSync connections.
- Shared multilingual Out-of-Office templates with fields populated for each user.

Delegation and calendar

- Full Access.
- Send As.
- Send on behalf.
- Permissions for the user's primary calendar.

Resources

EasyInstall supports the creation and administration of room mailboxes, equipment mailboxes and shared mailboxes. Resource mailboxes, rooms and equipment can therefore be managed in the same workflow as users and groups.

Exchange during offboarding

During offboarding, the mailbox can be converted to a shared mailbox, transferred to a successor or deleted in a controlled manner after the archive has been verified. A standardised automatic reply can be applied as part of the process.

THE USER LIFECYCLE

Controlled onboarding and offboarding

Recurring processes become consistent jobs with shared settings, templates, scripts, previews and resumable steps. Each step receives a status, allowing the administrator to see what has been completed and where attention may be required.

Onboarding

01 Create	02 Place	03 Assign	04 Review
Create or clone a user from a shared template.	Select the OU, organisation and relevant groups.	Assign licences and configure the mailbox.	Review the result and status of each step.

Offboarding

01 Restrict	02 Remove	03 Archive	04 Complete
Block sign-in and revoke active sessions.	Remove direct memberships and licences.	Handle data, the home drive and mailbox archiving.	Transfer the mailbox, apply an automatic reply and report the outcome.

Preview, checkpoints and resumption

The lifecycle job can be previewed before changes are made. If a step cannot be completed, the process can be resumed so the administrator does not need to start again. The result is reported and included in the EasyInstall audit trail.

GOVERNANCE AND TRACEABILITY

Delegation, security and audit

Delegation aligned with the organisation's structure

Not every administrator should be able to administer every user. EasyInstall can divide responsibilities by function, geography or organisation and assign them to Windows users or Windows groups.

Roles	Scopes	Enforcement
• Passwords and users • Groups and licences • Exchange and devices • Lifecycle processes and reports	• AD domain or OU • Valgfrie underliggende OU’er • EasyInstall Collections • Protected areas	• EasyInstall Engine • AD ACLs continue to apply • Microsoft Graph-tilladelser • Exchange RBAC

Permissions and authentication

Identity Management is available only to authorised administrators or Super Admins. The customer selects the functions to be enabled, and EasyInstall requests only the relevant permissions through separate customer-owned Entra applications for areas including read-only inventory, groups, users, Exchange and sign-in.

Service-to-service authentication is certificate-based, and private keys remain on EasyInstall Engine. Temporary setup tokens are not stored.

Documentation in day-to-day operations

Changes require confirmation and are recorded in EasyInstall audit. Rejected actions are also recorded. Technical result and error dialogues can be copied directly into a support case, making troubleshooting and internal documentation easier.

OPERATING MODELS

EasyInstall and Microsoft native administration

Microsoft's native administration tools remain the foundation. EasyInstall brings day-to-day processes together and connects them with endpoint management. The table shows the difference in operating model - it does not represent a replacement for the underlying platforms.

Area	Microsoft native model	EasyInstall Identity Management
Workspace	Multiple specialised consoles and PowerShell modules	One integrated workspace in EasyInstall Administrator
Hybrid administration	On-premises AD and cloud services are typically managed in different tools	AD and Entra are presented side by side with a consistent workflow
Device context	Identity and endpoint data are often held in different portals	Connection to Device Properties, inventory and deployment
Delegation	AD ACLs, Entra roles and Administrative Units are configured separately	EasyInstall roles and scopes on top of the platforms' own controls
Organising Entra	Administrative Units and groups follow Microsoft's rules and purposes	Hierarchical Collections without changing objects in Entra
Lifecycle	May require multiple products, runbooks and scripts	Audited jobs with templates, previews and checkpoints
Bulk tasks	Depends on the portal and function, and often on PowerShell	Multi-select and bulk workflows for common tasks
Support and audit	Results and logs are held in multiple systems	Copyable results and EasyInstall audit in the same environment

USE CASES

Typical use cases

Help desk Password resets, MFA assistance and account activation without access to the rest of the environment.	**Local IT** Administration of users in designated OUs or geographical Collections.
HR and IT lifecycle Standardised onboarding and offboarding with clear steps and documented results.	**Microsoft 365 operations** Licences, groups, email addresses, delegation, calendars and resources within the same user workflow.
Endpoint team Connection between identity, Entra and Intune devices, and EasyInstall inventory.	**Audit and internal control** Documentation of changes and restriction to approved roles and scopes.

One integrated administrative workspace

EasyInstall Identity Management brings the administration of Active Directory, Microsoft Entra ID, Microsoft 365, Exchange Online and associated devices together in one secure and familiar workspace.

The solution connects identity management with EasyInstall device management, making onboarding, offboarding, delegation and documentation a more integrated part of day-to-day IT operations.

Book a demonstration

Request a technical walkthrough of EasyInstall Identity Management and see how the solution can support your existing Active Directory and Microsoft 365 environment.

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