


CredEntry

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QUALITATIVE REQUIREMENTS (D) - DEMONSTRATED EXPERIENCE

Digital Wallet and Verifiable Credentials Solution (DPC2142)

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1. Purpose and Scope

This appendix provides evidence of CredEntry’s demonstrated experience in delivering digital wallet and verifiable credential solutions of comparable scale and complexity to the Department’s Pilot. Each case study is presented in line with Section 5(d) of the Request, including details of the solution, scale, integration, timeframe, personnel, role of CredEntry, similarities to this Request, and outcomes achieved.

Case Study 1 – Metro Trains Melbourne

Metro Trains Melbourne	
<p>Metro Trains Melbourne (MTM) operates Melbourne’s metropolitan rail network, managing stations, depots, and assets across the city. CredEntry was engaged to provide a secure, streamlined solution to manage access for “non-rail corridor” workers such as cleaners, vending machine operators, and maintenance contractors. These roles required access to MTM facilities without entering high-risk rail corridors.</p>	
Customer Contact Personnel	<ul style="list-style-type: none"> • Organisation: Metro Trains Melbourne <ul style="list-style-type: none"> ○ Lara Elmaoula - Communications and Community Relations Manager ○ info@metrotrains.com.au ○ 03 9610 3701
Scale of Contract	<ul style="list-style-type: none"> • At peak, 1,848 active digital wallet users. • Digital wallet system scaled to manage 175+ suppliers and 5,500+ workers.
Level of Integration	<ul style="list-style-type: none"> • The CredEntry Digital Wallet became the central tool for worker access management, storing verified identities, credentials, and competency records in a single mobile application (Android and iOS). • Integrated with MTM’s contractor management process, replacing manual checks and reducing reliance on fragmented systems.
Approach and Timeframe	<ul style="list-style-type: none"> • Implementation of the Digital Wallet was completed within one week, including online training delivered directly to workers to ensure immediate adoption. • This rapid mobilisation reflected CredEntry’s commercial service model, designed to enable contractors to begin work without delay.
Contractor Personnel Involved	<ul style="list-style-type: none"> • Zachariah Adams – Verification and Support Lead, overseeing onboarding and worker support within the digital wallet environment. • Rodrigo Miranda – Head of IT, leading the wallet’s technical deployment and integration.
Role of the Respondent	<ul style="list-style-type: none"> • CredEntry acted as the prime contractor, responsible for the design, deployment, and management of the digital wallet solution and its ongoing credentialing services.
Similarities with this Request	<ul style="list-style-type: none"> • Deployment of a secure digital wallet to manage workforce identities and credentials at scale.

Metro Trains Melbourne	
	<ul style="list-style-type: none"> • Alignment with compliance, safety, and governance requirements. • Focus on reducing onboarding times and ensuring only verified workers gain access to critical assets.
When Performed	<ul style="list-style-type: none"> • Initial implementation of CredEntry commenced in May 2017 • Digital IDs were rolled out in 2024
Contract Outcomes	<ul style="list-style-type: none"> • Digital wallet framework created for MTM that was effectively deployed across their operations • Centralised management of workforce identities through the digital wallet that covers 1,848 workers and 243 suppliers • Onboarding time reduced by 85%, workers onboarded in 48 hours instead of two weeks. • Significant supplier cost savings by eliminating unnecessary full rail corridor training. • Greater security and trust by embedding verifiable credentials within each worker's wallet, validated in real time. • Delivered a future-ready platform capable of expanding wallet use across additional worker categories and integrating with broader Victorian rail systems.

Case Study 2 – Iluka Resources (Capel Operations)

Iluka Resources Limited (Capel Operations)	
<p>Iluka Resources is a major Australian mining company operating processing and mining activities in the South West of WA. Iluka required a scalable, technology-driven approach to manage contractors from more than 400 supplier companies across its operations. The challenge was to ensure safety, compliance, and secure site access while integrating with existing gate security systems.</p>	
Customer Contact Personnel	<ul style="list-style-type: none"> • Organisation: Iluka Resources Limited – Capel Operations <ul style="list-style-type: none"> ○ Jarrad Proud - Learning & Development Manager ○ southcapel@iluka.com ○ 1800 305 993
Scale of Contract	<ul style="list-style-type: none"> • At peak, 1,495 digital wallet users. • Ongoing management of 2,000+ contractors annually across 400+ supplier companies
Level of Integration	<ul style="list-style-type: none"> • The CredEntry Digital Wallet was fully integrated with Gallagher Security Systems, linking biometric identity verification, role-based credentials, and gate access control. • Wallets became the single source of truth for site entry, preventing non-verified or non-compliant workers from accessing restricted areas.

Iluka Resources Limited (Capel Operations)

Approach and Timeframe	<ul style="list-style-type: none"> • A staged rollout introduced digital wallets across Iluka’s mining and processing operations. • Gate access integration achieved within three months, meeting all project milestones. • Workers were trained and mobilised through wallet-based onboarding, ensuring immediate adoption.
Contractor Personnel Involved	<ul style="list-style-type: none"> • Zach Adams – Verification and Support Lead, responsible for onboarding and credential validation. • Rodrigo Miranda – Head of IT, overseeing integration with Gallagher systems. • Shelby Long – Customer Success & Implementation Lead, ensuring user training and adoption.
Role of the Respondent	<ul style="list-style-type: none"> • CredEntry acted as the prime contractor, responsible for wallet issuance, access integration, and lifecycle management across Iluka’s operations.
Similarities with this Request	<ul style="list-style-type: none"> • Deployment of a digital wallet integrated with physical access control systems. • WA-based project, directly aligned with government hosting and sovereignty requirements. • Regional project with a lot of focus on businesses within the South West (Capel operations) • Scalable, compliant solution for managing large contractor workforces.
When Performed	<ul style="list-style-type: none"> • Initial implementation of CredEntry commenced in March 2017 • The digital wallet solution was rolled out in 2020 and remains live and ongoing at Iluka’s South West operations
Contract Outcomes	<ul style="list-style-type: none"> • Secure site entry for more than 2,000 contractors annually across 400+ suppliers. • Strengthened safety and governance by linking the digital wallet directly to Gallagher gate systems. • Regional WA Impact: Delivered a technology-driven solution in Western Australia’s South West, supporting small and medium local suppliers with efficient, compliant onboarding and digital credentialing, while ensuring Iluka’s workforce was site-ready. • Reduced administrative overheads through automation of credential checks and lifecycle management. • Faster site access with only fully verified and compliant workers able to enter. • Delivered a future-ready framework, supporting Iluka’s evolving workforce compliance and regulatory requirements.

Case Study 3 – Bethanie Group

Bethanie Group

Bethanie Group is one of WA’s largest aged care providers, managing 35 residential facilities and nearly 40,000 residents. Ensuring the safety and wellbeing of residents required a robust, efficient system for managing both workforce and visitor access..

Customer Contact Personnel	<ul style="list-style-type: none"> • Organisation: Bethanie Group <ul style="list-style-type: none"> ○ Joshua Menezes, Operational Technology Platform Owner ○ info@bethanie.com.au ○ 131 151
Scale of Contract	<ul style="list-style-type: none"> • At peak, 1,621 digital wallet users. • Credentialing program deployed across 35 facilities, protecting nearly 40,000 residents.
Level of Integration	<ul style="list-style-type: none"> • The CredEntry Digital Wallet has been integrated with Bethanie’s HR systems and facility access controls. • Biometric verification and digital credentialing were connected directly to staff profiles, ensuring only verified personnel gained entry.
Approach and Timeframe	<ul style="list-style-type: none"> • A biometric identity and credential verification program was rolled out across 35 aged-care facilities. • Integration with Bethanie’s HR system was completed within 3 months, with no disruption to operations.
Contractor Personnel Involved	<ul style="list-style-type: none"> • Marcus Abreu – Senior Solutions Architect, leading technical design and deployment. • Rodrigo Miranda – Head of IT, overseeing integration and platform performance. • Zachariah Adams – Verification and Support Lead, responsible for onboarding and workforce support. • Shelby Long – Customer Success & Implementation Lead, supporting adoption and training across facilities.
Role of the Respondent	<ul style="list-style-type: none"> • CredEntry acted as the prime contractor, delivering and responsible for wallet issuance, HR system integration, and ongoing support services
Similarities with this Request	<ul style="list-style-type: none"> • Multi-site digital wallet deployment for secure workforce and visitor access. • Strong alignment with compliance, privacy, and governance frameworks. • Designed for sensitive, regulated environments, directly relevant to this request
When Performed	<ul style="list-style-type: none"> • Initial implementation of CredEntry commenced in July 2021 • The contract is ongoing, with CredEntry adapting to support the evolving compliance requirements of Aged Care

Bethanie Group

Contract Outcomes

- Secured access for more than 1,600 staff and contractors, safeguarding 40,000 aged care residents.
- Digital wallet capability allowing for contactless, facial-recognition entry improved efficiency, safety, and hygiene.
- Strengthened compliance with full auditability of facility entry and exit events.
- Seamless integration of HR, credentialing, and access control systems improved governance and oversight.
- Reduced administrative burden through automated workflows, enabling staff to focus on care delivery.
- Delivered a future-ready platform, adaptable to evolving regulatory and operational requirements.

Case Study 4 – Covalent Lithium

Covalent Lithium – Kwinana

Bethanie Group is one of WA's largest aged care providers, managing 35 residential facilities and nearly 40,000 residents. Ensuring the safety and wellbeing of residents required a robust, efficient system for managing both workforce and visitor access..

Customer Contact Personnel

- Organisation: Covalent Lithium
 - Sue Stokes, Administrative Services Manager
 - reception@covalentlithium.com
 - +61 8 9230 5472

Scale of Contract

- At peak, 2,495 digital wallet users.
- Ongoing management of more than 2,400 workers and 240 supplier companies.

Level of Integration

- Biometric digital identity and credential verification for over 2,000 workers to date
- The digital identity serves as the single secure record of worker identity and compliance at the Kwinana site.

Approach and Timeframe

- The CredEntry solution was tailored for high-risk mining operations, prioritising safety and compliance.
- Implementation was completed within two weeks, with supplier onboarding and worker training embedded into the induction process.
- 90% of digital identities verified within 48 hours of worker invites, enabling rapid mobilisation at scale.

Contractor Personnel Involved

- **Rodrigo Miranda** – Head of IT, overseeing integration and platform performance.
- **Zachariah Adams** – Verification and Support Lead, responsible for onboarding and workforce support.

Role of the Respondent

- CredEntry acted as the prime contractor, responsible for the deployment, integration, and lifecycle management of the wallet solution.

Covalent Lithium – Kwinana

Similarities with this Request	<ul style="list-style-type: none"> • WA-based, large-scale deployment of the digital wallet solution. • Strong parallels with government compliance, sovereignty, and data protection requirements. • Demonstrated ability to mobilise large contractor workforces rapidly and securely.
When Performed	<ul style="list-style-type: none"> • Initial rollout commenced in August 2021. • The digital wallet solution remains live and ongoing
Contract Outcomes	<ul style="list-style-type: none"> • Established a scalable digital wallet foundation to support future workforce growth and compliance requirements. • Supported rapid workforce onboarding for a major mining project in regional Western Australia, ensuring local contractors and suppliers could access site efficiently while meeting strict compliance requirements • 2,495 active wallet users and 242 suppliers onboarded to date. • Mobilisation times significantly reduced, with the majority of workers verified within 48 hours. • Streamlined contractor management, reducing administrative overheads for both Covalent and suppliers.