



## CASE STUDY

# Unlocking the power of digital identity and verifiable credentials

with Meeco, connectID, Powertech, Queensland Government Department of Transport and Main Roads and Hedera Hashgraph



# Adapting to a digital workforce

The impact of the pandemic across a range of different sectors is well documented. And with increased digitisation empirically proven, most commentators agree that the accelerated uptake of services traditionally considered effective delivered face to face – such as online health and education – is also unlikely to be reversed.

Alongside this, there's growing awareness of the impact on the workforce servicing these sectors. A [recent McKinsey report](#) found that post pandemic a larger share of workers will likely need to transition to different roles and that “roughly half of them will need new, more advanced skills to move to occupations one or even two wage brackets higher.” The overall reduction in manual workforce and an increase in demand for more skilled workers creates demand for systems that can support the upskilling of the workforce, and importantly, verification of that up skilling. As McKinsey's report notes:

“The scale of workforce transitions set off by COVID-19's influence on labour trends increases the urgency for businesses and policymakers to take steps to support additional training and education programs for workers”.

The report goes on to emphasise the importance of policymakers supporting businesses by “expanding and enhancing the digital infrastructure”.

Against this background, our pilot service of a fully digitised onboarding process, which also covered the issuance and verification of digital credentials is particularly relevant. Key takeaways highlight the immediate benefits of an enhanced digital infrastructure.

## The digital onboarding challenge

Our pilot partner Powertech is an engineering and technical services company with highly qualified technicians working across Australia and Southeast Asia.

Powertech's existing employee onboarding process generates requests for information via email, direct to new employees. Employees are asked to respond via email and attach scanned or photographed copies of paper documentation (licences, certifications etc.). The digital copies of employee documentation are kept on company databases, sometimes involving manual data entry into spreadsheets and records management systems.

With digital efficiency front of mind, Powertech set out to:

- **Reduce the amount of time and resources** spent on the onboarding process, and subsequent follow up of employee documentation close to expiry.
- **Minimise collection of personal data** limiting it to the bare minimum required to complete the onboarding process.
- **Securely store and exchange** employee data.
- **Verify the validity** of the personal information shared.

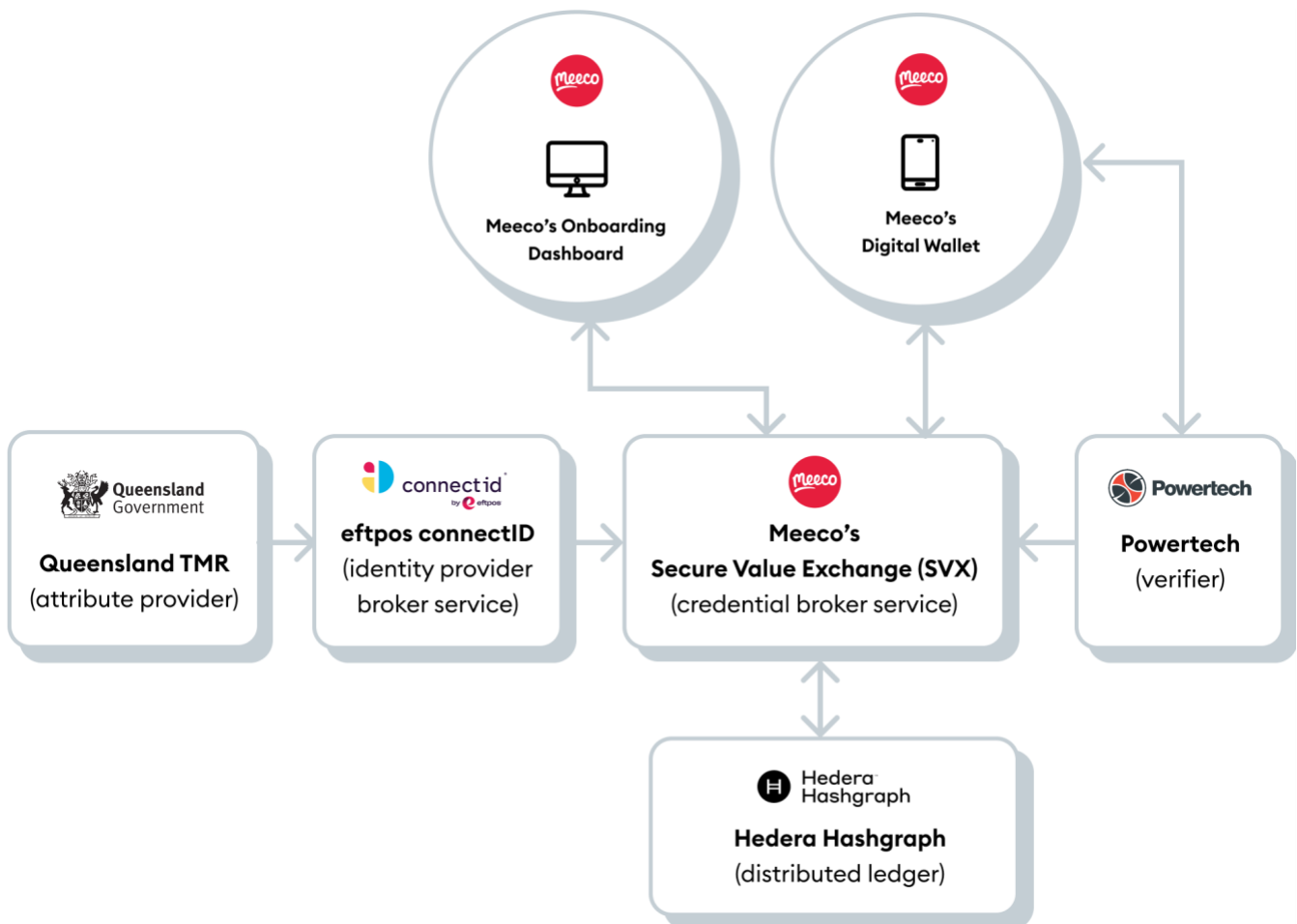


# Outstanding efficiency gains

Meeco, together with connectID, Queensland Government Department of Transport and Main Roads (Qld TMR), Powertech, and Hedera Hashgraph, delivered a pilot program that utilised digital identity and workforce credentials to streamline the employee onboarding process.

The pilot delivered on all the goals that Powertech set out to achieve and demonstrated the significant benefits of a fully digital process. As well as saving both time and money, the approach enabled greater automation which improved the experience for employees.

In particular, employees gained greater control over their information, with direct and secure access to their digital profiles (managed by Qld TMR). This improved transparency and created deeper trust between all parties.



# Streamlined onboarding

## Where

The pilot participants were located in Queensland and New South Wales, Australia, and the Philippines. Those located in Australia were distributed amongst various work sites. All participants used their own devices to engage with the onboarding system in real-time.

Irrespective of their location, all participants were able to complete the initial set up tasks easily. Giving members of the workforce control over the process and enabling them to access the onboarding system through their own laptop or phone improved the overall convenience, speed, and scalability.

## Why + How

The goal of the pilot was to determine whether the employer's operations team and employees would benefit equally from using digitally verifiable credentials as part of the onboarding process.

1. The HR/Operations staff managed the employee onboarding process via a relying party simulator (Onboarding Dashboard).
2. The employee completed their onboarding via a decentralised wallet provided by Meeco (Wallet).

Participants had the option to either complete their tasks independently (in their own time, with the collection of their responses via an online survey), or via a real-time interview.

### What are verifiable credentials?

Verifiable credentials are an open standard for digital credentials. They can represent a driver licence or passport, qualifications, and other information such as an age threshold.

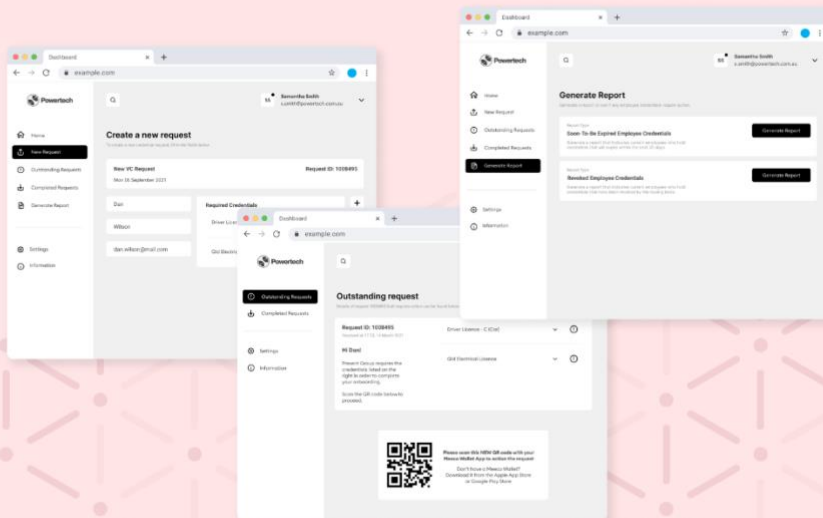
They are **cryptographically secure, privacy-centric, and machine-verifiable**.

Verifiable Credentials are at the heart of decentralised identity models. Decentralised models (also referred to as self-sovereign identity) give individuals greater control over the information that is collected and improve the privacy, security, convenience, and efficiency for all parties.

## Onboarding Dashboard

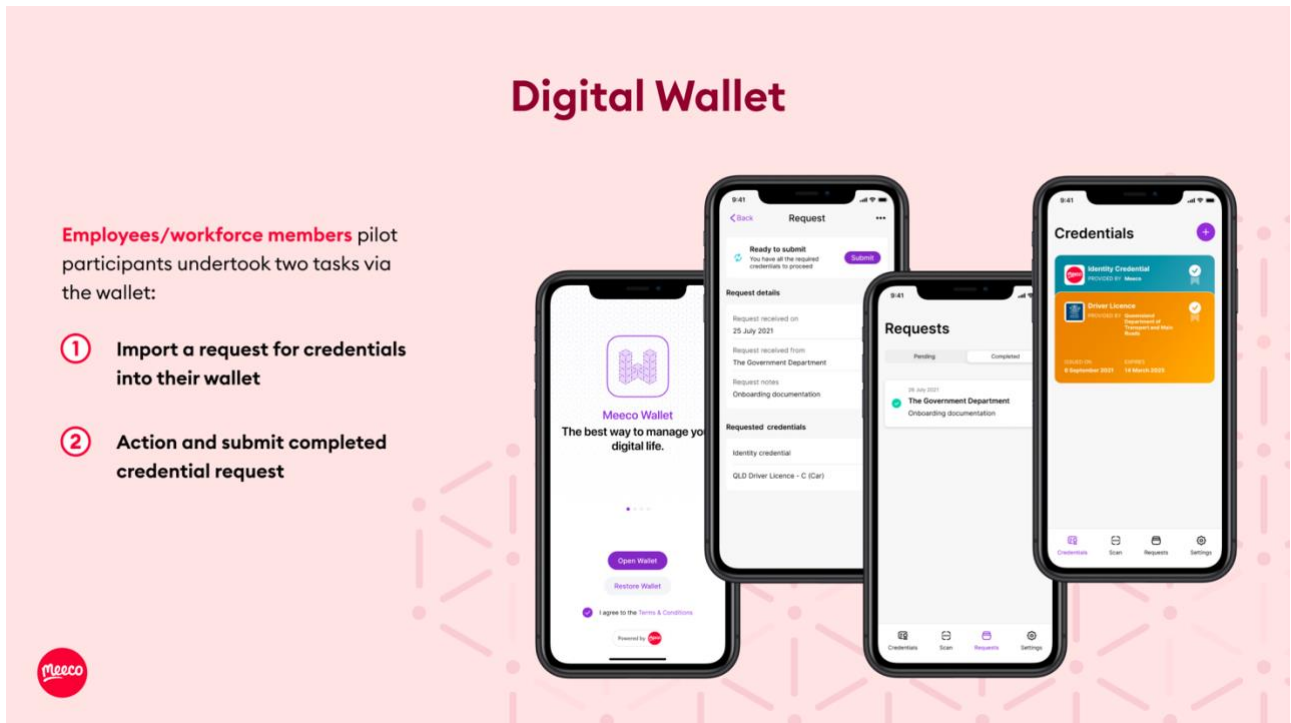
HR/Operations pilot participants undertook three tasks via the onboarding dashboard:

- 1 Create a new credential request
- 2 Review outstanding and completed requests
- 3 Generate a report to determine credentials close to expiry



The HR/Operations team was tasked with creating requests for credentials via the Onboarding Dashboard. This process involved adding the recipient's name and email address plus the required identity credential and Qld driver licence credential. Besides creating a credential request, the HR/Operations team had to view outstanding and completed requests as well as generate a separate report to determine (and follow up) employee credentials close to their expiry date.





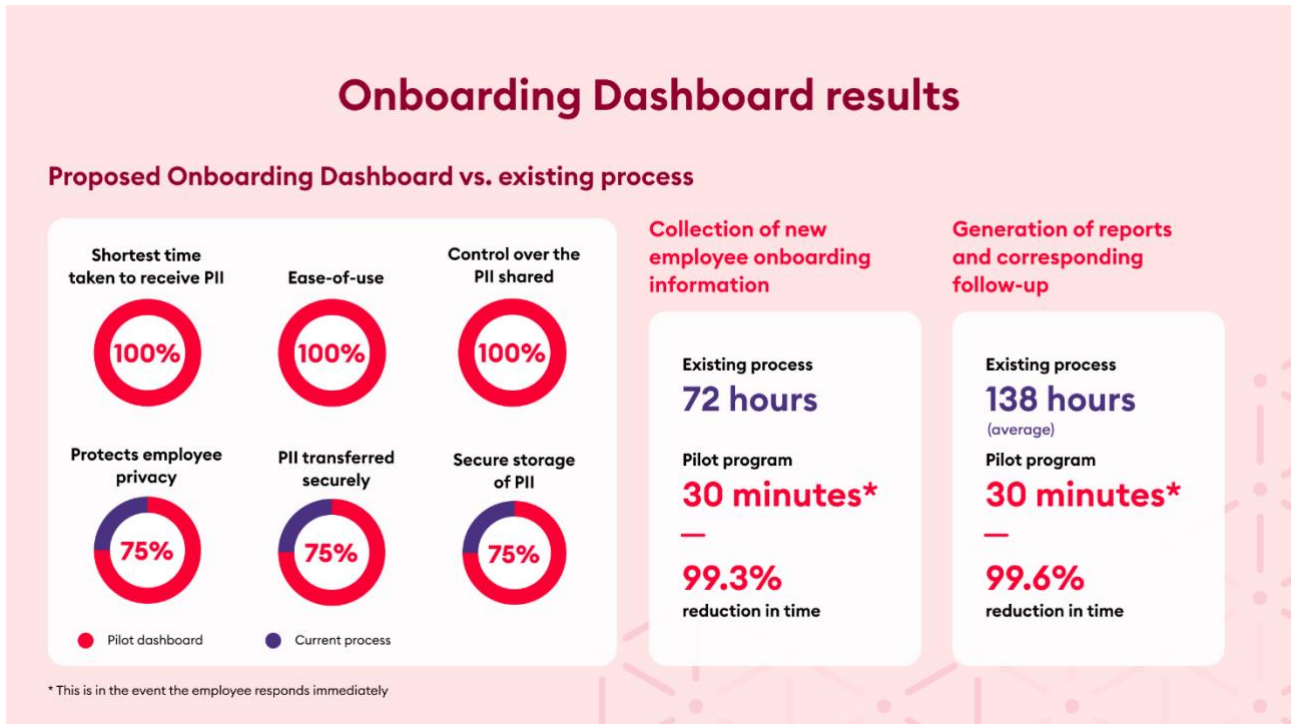
**The employee** received a request for credentials sent via email by the HR/Operations team. From this, they downloaded and set up the Meeco Wallet. Once the employee had set up the wallet, they imported their identity credential, then scanned a QR code which imported a request for credentials. Each time a new credential was imported into the wallet, the user was prompted to select their identity service provider, facilitated by connectID, and login to Qld TMR to access their digital profile. This digital profile generated the attributes required to populate the two credentials.

After the attributes were returned from connectID and Qld TMR, Meeco's Secure Value Exchange (SVX) was used to first create and then push the credentials into the digital wallet. During this process, a hash of the user's credential was written to the Hedera Hashgraph distributed ledger. To complete the task, employees sent the completed request for credentials back to HR/Operations. In a final confirmation step, the request returned a verified status for both credentials, which was captured in the Onboarding Dashboard.

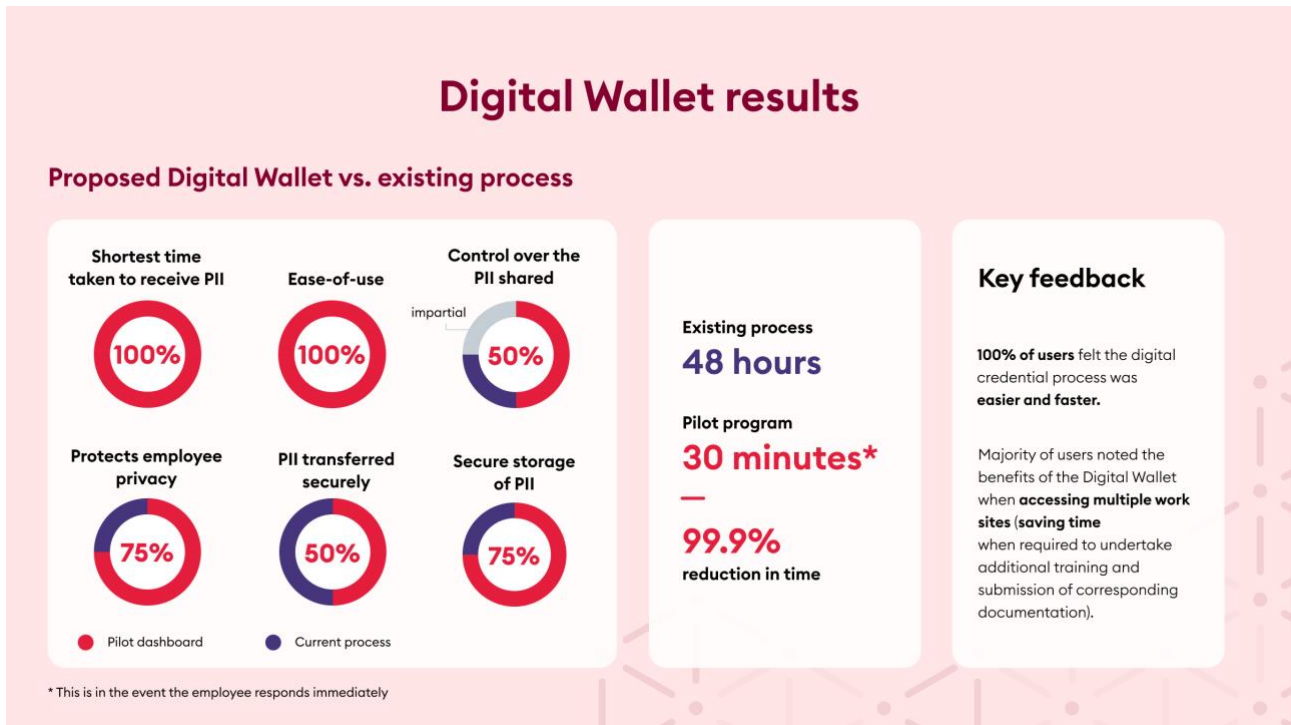
To ensure clarity and transparency for participants, the Meeco Wallet provided notifications when personal information was shared or accessed, allowing employees to provide explicit consent.

# A positive outcome for everyone

Both the HR/Operations team and employees preferred the trial system to the current onboarding process.



100% of the **HR/Operations** team preferred the digital credential powered process over their existing systems based on ease of use, speed, and control. 75% of the group preferred the trial process because of improved security and protection of employee privacy.



**100% of employees** preferred the digital credential process over the existing onboarding process, based on speed and ease-of-use. 75% felt that the new process offered better privacy and security for their personal data. And 50% of the group felt that the digital credential process gave them more control and security when sharing data.

Both groups reported a reduction in time to complete the onboarding process, and most participants preferred the new process based on ease-of-use, control, privacy, and security.

On average, when the employee responded immediately to information requests, the onboarding time across both groups was reduced by 99%\* based on:

- the collection and processing of employee onboarding information, averaging 72 hours;
- the generation of reports and corresponding follow-up, averaging 138 hours (about 6 days); and
- the employee response time, averaging 48 hours.

Taken together, these metrics underpin a compelling business case for switching to a digital onboarding process, enabled by verifiable credentials. Importantly, the reduction in personal information exchanged between parties significantly reduces the risks associated with storing and managing employee data, such as data breaches and human error.

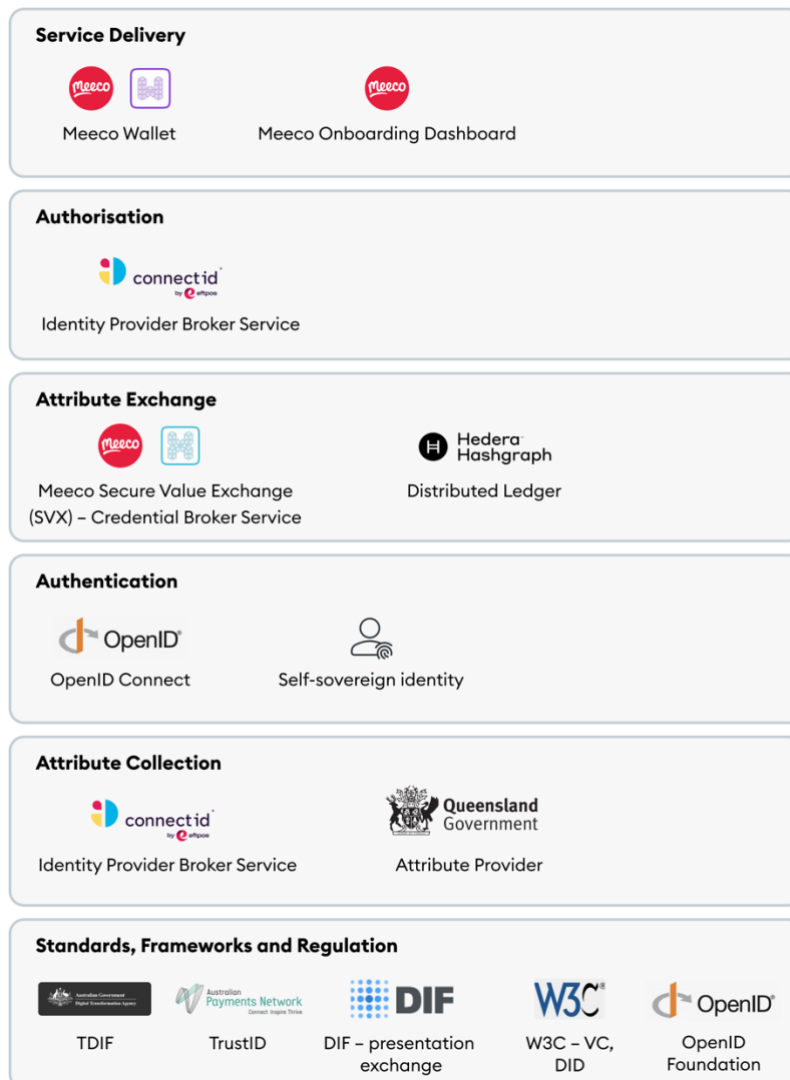
Given the potential cost savings to organisations, this approach to credential verification supports current labour market trends which sees a more mobile workforce that is frequently being inducted, re-located and upskilled.



# How can you benefit from verifiable credentials?

Meeco's verifiable credential platform offers a complete solution covering the request, creation and presentation of credentials for a range of different use cases. We make verifiable credentials more accessible by providing organisations with a combination of easily implemented APIs, a decentralised wallet and the secure exchange of end-to-end encrypted data. Additionally, we use the highly secure distributed ledger, Hedera Hashgraph for the data registry. This enables the instant and secure confirmation of whether a credential is verified, expired, or has been revoked.

The diagram below shows how we used a combination of open standards and technology to cover the functions of secure, privacy enhanced remote onboarding and identity verification.



**[Get in touch](#)** to find out how Meeco can help you improve the privacy, security, convenience, and efficiency of onboarding employees and managing workplace credentials.



# About Meeco

Meeco gives people and organisations the tools to access, control and create mutual value from personal data, privately, securely and always with explicit consent. Meeco provides the underlying technology to enable enterprises to become compliant data intermediaries, with interoperability across their B2B, B2B2C and Me2B services. Our technology always adheres to human-centric data management principles and privacy regulation.

Founded in Australia in 2012, Meeco has won multiple global awards and is independently acknowledged as a pioneer in the area of personal data management. We believe that trusted and transparent data management can result in better health, education, financial and environmental outcomes for all.

This can be achieved by a combination of our patented technology, secure API platform and secure data enclaves. We combine this powerful technology with innovative use cases that can enhance existing and create exciting new data-enabled business models.

The organisation has grown from a start-up to a global scale-up with 25 employees, and operations in Australia, Belgium and the United Kingdom. Our infrastructure is hosted in the European Union, which means GDPR compliance is our baseline.

Meeco strongly believes that the only way to reverse the adverse trends that have led to the improper use of personal data is to create a more symbiotic relationship between organisations gathering and using personal data and the data subjects themselves.

## This is about:

- individuals providing quality and up-to-date personal data and information on a pro-active basis to organisations, that in turn warrant that they will use it in a responsible manner.
- individuals giving consent for the access and use of their data.
- reducing the burden on individuals having to provide the same data on a recurring basis, because we should be able to re-use data already provided.
- organisations having access to personal data in a way that helps them to reduce their operating costs for processes such as onboarding, KYC or direct marketing.
- creating a balanced relationship in which individuals and organisations alike gain and share in the benefits and value generated by the transparent exchange of personal data.

Our mission at Meeco is to bridge existing infrastructure and technology with decentralised and Web 3.0 capabilities.

## What future will you build?

