

**100%**

uptime across a decade of continuous operation

**780,000+**

identity accounts built and supported

**17 years**

of identity lifecycle delivery at scale

## **Proven performance**

Elry built the University of Queensland's current identity infrastructure in 2016 and has supported it at scale for a decade — 780,000+ accounts serving 30,000 staff and 100,000 students, with 100% uptime. It is one of the largest federations of its kind in the country. We have picked up and finished work that larger vendors abandoned, and we have joined a programme late and still delivered a large identity-account migration on time.

Elry-built platforms are also in production across the Australian resources sector, with tier-one mining operations and with contractors and labour-hire companies — mission-critical systems in another sector. (Elry built the GO! Site products for PIAGO, where Terry Cullen is a director.)

## **Reliability and risk removal**

Identity is the front door to everything a university does — enrolling, learning, teaching, researching, getting paid. Done well it disappears, and the risk in changing it is not technical ambition but continuity. We are a senior-only team, which is the point rather than a limitation: the people who built the system are the people who answer when something needs attention, there are no juniors learning on mission-critical infrastructure, no account-manager churn, and direct access to the Managing Director when it matters. Track record is the honest measure here, not headcount. We work alongside the identity team already in place rather than around them.

Behind that sit the unglamorous things procurement rightly weights — documented systems, disciplined operational regimes, insurance cover, and the documentation to evidence all three. The specifics are set out under credentials and governance.

## **The university lifecycle we specialise in**

One person moves through many roles over time — domestic and international students, college and alumni cohorts, higher degree researchers, visitors, contractors, casual and permanent staff, and service accounts — each carrying different access that has to change correctly as they move between them. That joiner-mover-leaver problem is uniquely complex in a university, and it is what we specialise in: deep familiarity with Microsoft 365, Entra ID, Active Directory, LDAP, Okta and Duo in federated environments, and with stitching those systems together rather than replacing them wholesale.

## **Continuity**

The reasonable question to ask a specialist team of our size is what happens if something changes. Our answer is documentation rather than reassurance: the systems we build are documented so they do not live in one person's head, and architecture and continuity documentation is available for review before you commit. If an institution ever decides to move on, we support the transition rather than obstruct it.

## What we do

- **Identity lifecycle management**

The full lifecycle — account provisioning and deprovisioning, federation, authentication and ongoing access management — across a whole institution.

- **Custom software engineering**

Fit-for-purpose systems where off-the-shelf software will not do the job. We build for the environment as it actually exists, integrating with legacy systems and designing around the infrastructure an institution already carries rather than pretending it is not there.

- **Managed operation and support**

Ongoing operation of the systems we build, for as long as they are in use, with direct access to the engineers who did the original work rather than a support desk working from a script.

## Where AI fits

Elry has added a managed AI automation practice, and it is worth saying plainly what that means for an identity client: nothing changes here. The identity practice is separately resourced and continuing, with its own delivery lead — the automation work is capability added, not attention moved.

We build and operate automations for other clients as an ongoing managed service. If that is ever of interest, it is a separate conversation with its own scope and governance rather than something that arrives inside an identity engagement.

## Credentials and governance

- **Supply Nation Certified**

100% Indigenous owned, managed and controlled; certification commenced 6 July 2026, first pass. Continuous Indigenous beneficial ownership since 2021, consolidated to 100% in April 2026. Engaging Elry contributes to Indigenous procurement targets under policies such as the Indigenous Procurement Policy.

- **Company and market**

Australian private company based in Brisbane, GST registered, ABN 32 650 759 612. Our delivery lineage runs from 2009 through Terah, our predecessor business, and continues as Elry Pty Ltd, formed in 2021. Australasian ambition, Australian footprint — our delivery to date is Australian.

- **Insurances**

Professional indemnity, public liability, cyber, and workers' compensation cover. Certificates of currency available on request.

- **Systems and documentation**

Documented systems and disciplined backup and patching regimes across managed infrastructure. Security, architecture and compliance documentation available on request.

## Contact

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