Customer spotlight

Connecting Ontario one strand at a time

Introduction

Durham OneNet, a Municipal Services Corporation wholly owned by the Regional Municipality of Durham in Ontario, Canada, was created to implement the region's 2019 Broadband Strategy. Today, the organization is responsible for designing, building, and managing a 700-kilometre open-access fiber backbone.

By operating as a dark fiber provider and leasing capacity to internet service providers (ISPs), municipalities, police, and other entities, Durham OneNet is working to close the digital divide, support municipal services, and strengthen the foundation for long-term economic development.

Why 3-GIS as the solution?

- Flexibility and usability
- Simplified documentation
- Support for teams of all sizes
- Trusted system of record
- Detailed asset tracking

The challenge

Durham OneNet started with a clean slate, giving them full control to design their network on their own terms. Charged with building and managing a growing regional network, the team required a system that could streamline processes, centralize data, and support both operational and strategic goals without adding extra burden.

The problem

Durham OneNet needed a system that could match the scale of their network without adding unnecessary complexity. A public-sector organization with broad responsibilities and focused resources, they required tools that could simplify operations, support accurate recordkeeping, and deliver fast, reliable documentation to partners. As the network grows, it will become increasingly important to build a structured, digital foundation that can support everything from asset management to availability tracking.

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The solution

With 3-GIS | Web, Durham OneNet gained what they were missing: a scalable, fiber-focused system of record that can do the heavy lifting for a small team. Now, they are able to:

- Establish a centralized, strand-level model of their growing backbone
- Automate and simplify lease documentation for third-party carriers
- Generate path maps, splice records, and handoff documentation
- Eliminate the need to search across disparate file types

The results

Durham OneNet uses 3-GIS | Web to manage over 400 km of completed and active fiber builds. By the end of 2025, they expect to reach over 500 km. The team uses 3-GIS daily to:

- Maintain records of ducts, vaults, cables, splice closures, and more
- Conduct signal traces from customer sites to headends
- Generate supporting documents for new fiber leases
- Provide accurate, up-to-date maps for construction and customers

"With 3-GIS now fully tracking our infrastructure, we have a single source of truth and done away with the tedious process of looking up records across disparate file types."

- Riaz Razvi, Broadband Program Manager at Durham OneNet

About 3-GIS

3-GIS empowers telecom and utility companies to achieve better operating efficiencies and to meet the challenges of building increasingly complex networks. 3-GIS uses a data driven approach based on geospatial reference, rules-based calculations, mobility, and web-based services to revolutionize the potential and realize the market opportunities of network assets. With products purpose built for telecom and utility operations, we provide the visibility and confidence teams need to make better decisions, reduce costs, and move faster.

Our fully-configurable solutions allow users to plan, design, and manage networks; provide real-time data that is used enterprise-wide; and enable automation for faster service activation, in one seamless system. The company has development, design services, product support, and operational staff in five countries challenging the status quo every day to improve the economic visibility of the networks we depend on; creating a more connected and informed world.

Contact us to learn how 3-GIS can benefit your organization.

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