



Dominion Energy keeps field operations moving with 3-GIS | MIMS

Introduction

Dominion Energy Virginia provides regulated electricity service to 2.8 million homes and businesses across Virginia and North Carolina. Headquartered in Richmond, Virginia, the company is committed to delivering reliable, affordable, and increasingly clean energy to the communities it serves.



Behind those services is a collaborative GIS organization composed of technicians, analysts and specialists. Together, the team maintains the spatial data and GIS applications that office and field personnel rely on to keep work moving safely and efficiently.

Challenge

Dominion Energy's field crews need dependable access to network and asset information wherever their work takes them. Linemen, service personnel, and supervisors use GIS data to review transformer and pole attributes, document field conditions, and submit updates, including during storm response when timely access to information is especially critical.

As Dominion Energy sought to modernize its mobile GIS environment, the organization also needed to preserve established field workflows. The initiative included migrating existing customizations and transitioning custom tablet workflows to the iPhone form factor.

Problem

Changes to GIS data models and application schemas traditionally require mobile users to pause work while updated information is downloaded and prepared. For crews working in the field, particularly during time-sensitive situations, interruption can affect their ability to access asset information and complete assigned work.

Solution

Dominion Energy adopted 3-GIS | MIMS as a critical mobile application for utility field operations. MIMS gives field users access to GIS data and asset attributes while providing tools to capture redlines and communicate field updates back to the organization.

Why 3-GIS

- Offline access
- Background synchronization
- Workflow continuity
- System integration
- Field efficiency

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After moving to MIMS 5.5, Dominion Energy gained background synchronization capabilities that allow updates to occur without interrupting the user's work. When schema changes are introduced, crews can continue accessing existing data and submitting redlines while the application updates.

Results

With 3-GIS | MIMS, Dominion Energy's field crews can maintain access to the information and workflows they need while data and schema updates take place behind the scenes. The process is largely invisible to the user, reducing disruption and allowing work to continue without application downtime.

For Dominion Energy, that continuity is particularly valuable during storm response, when crews may need to quickly verify pole or transformer information in the field. MIMS provides a dependable connection to GIS data while supporting collaboration between field and office teams.

The upgrade also brought Dominion Energy's existing customizations into an updated mobile environment and extended established workflows to iPhone users.

As Dominion Energy looks ahead, the organization sees further opportunities to connect MIMS with platforms such as SAP and other operational systems.

"MIMS is the crucial application for field users primarily. ...for field users, and especially during storms, if there is something they have to go into the field and check...they use MIMS."

- Lakshmi Ravinutala, GIS Analyst

About 3-GIS

3-GIS gives telecom and utility companies the visibility and confidence to build increasingly complex networks and operate them efficiently. Our data-driven approach combines geospatial reference, rules-based calculations, mobility, and web-based services to unlock the full market potential of network assets.

Fully configurable and purpose-built for telecom and utility operations, our solutions plan, design, and manage networks, deliver real-time data enterprise-wide, and automate service activation in one seamless system. Teams make better decisions, reduce costs, and move faster. Development, design services, product support, and operational staff in five countries challenge the status quo.