

3-GIS

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-kilometer 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.

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.

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.

Why 3-GIS

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

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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

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

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.