Customer spotlight

Connecting New York's North Country with a unified digital foundation

Introduction

The Development Authority of the North Country (DANC) is a regional public authority in northern New York. In addition to managing water systems and providing other municipal services, DANC operates a middle-mile fiber network that supports broadband, public services, and economic development.

Originally built to connect schools across the North Country, DANC's Open Access Telecom Network (OATN) has become critical to regional connectivity. Since 2003, it has grown to over 2,100 miles of carrier-class fiber and 32 central offices, linking rural communities to major carrier hubs in Syracuse, Albany, and New York City.

Why 3-GIS as the solution?

> Complete network oversight
> Fully Esri compatible
> Accelerated documentation
> Simplified recordkeeping
> Easy to use
> Ready to scale

The challenge

As part of a larger GIS upgrade, DANC needed to modernize how its telecom group documented the middle-mile OATN network. Their platform, Enghouse NetDesigner, could not keep up with current Esri requirements. This slowed progress across all departments. To move forward, they needed a telecom-ready system that fit their Esri architecture and could support long-term growth.

The problem

The team needed to preserve existing records, continue collecting field data with Esri Field Maps and Trimble, and prepare for future system unification. The goal was to modernize without added complexity, giving telecom a stronger foundation for managing assets, documenting connectivity, and supporting open-access operations.

The solution

The intuitive setup, guided data migration, and fiber-specific capabilities of 3-GIS | Web made it a clear choice for DANC as they looked to modernize and scale their network.

Using 3-GIS | Web, DANC can now:
- Establish a centralized system of record for its middle-mile network
- Document ducts, cables, splice closures, and equipment with precision
- Maintain compatibility with Esri environments across service areas
- Import field data directly into a unified model for analysis and planning

"3-GIS demonstrated how their software could be customized and configured to meet our specific needs, and our data could be migrated to a new platform without losing any of the critical functionality that allows us to troubleshoot and maintain our network. Their support team has continued to assist in making sure that the 3-GIS platform serves as an excellent tool in the maintenance of our fiber optic network."

- Nick Thomas, Supervisor of Outside Plant Engineering & Construction at DANC

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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