



CASE STUDY



Navigating Digital Transformation for Utility Safety Management

INDUSTRY

Utilities – Power & Energy

Employees: 10,000+

Trade Divisions: Electric Transmission & Distribution, Electric Generation, Grid Infrastructure

Use Case: Digital pre-job briefings, safety observations, hazard identification, and offline field reporting

The Challenge

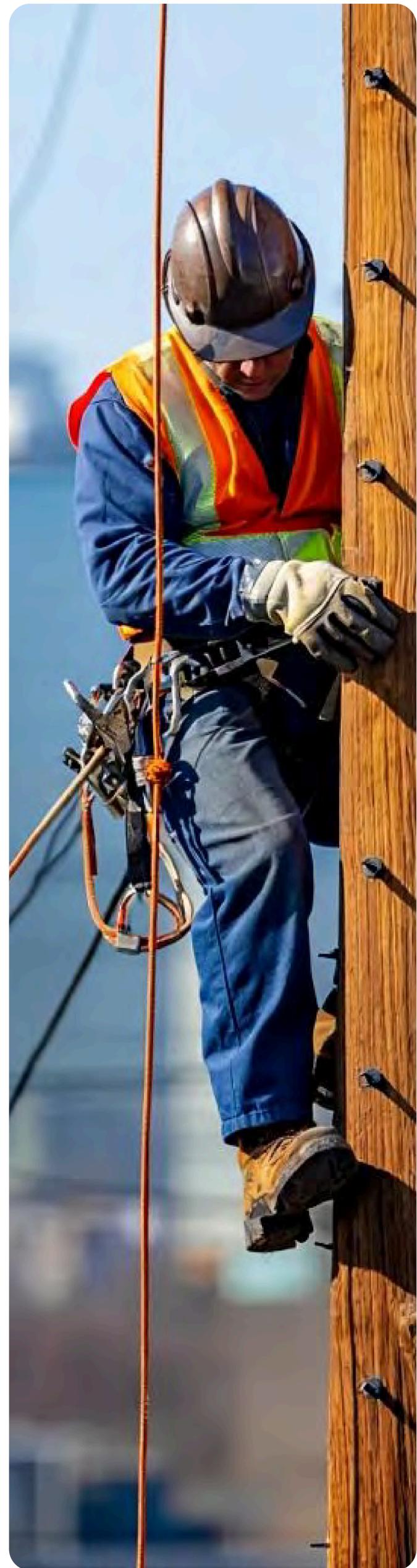
Located in Virginia, Dominion Energy stands as a prominent power company with a history of collaboration with RTS Labs. Their partnership has produced various solutions, and in 2018, they joined forces again to enhance their web portal.

With substantial IT resources, Dominion Energy initiated a web portal to transition their operations from paper to digital. This platform was designed to digitize safety observations and pre-job brief data. However, despite the technical expertise, the portal's launch didn't achieve the anticipated success, leading to a continued reliance on paper-based data.

Key Challenges

- **Traditional Approach to Digitization:** The "traditional" digital approach failed to account for the specific needs of field operations.
- **Adoption Resistance:** Workers struggled to transition from familiar paper-based habits to the new digital system.
- **Connectivity Barriers:** Reliance on live data caused failures in areas with inconsistent internet.
- **Rigid Functionality:** Tools lacked the dynamic features and flexibility required for real-world fieldwork.
- **Documentation Gaps:** The inability to add supplementary notes forced a return to paper methods.

Goal: Establish a unified, proactive safety ecosystem that drives engagement, strengthens compliance, and leverages AI for early risk identification.



About the Company

Founded in 1983 with 17,000+ employees, Dominion Energy's values of Safety, Ethics, and Excellence drive their culture of sustainability. These principles led them to Field1st to build a digital infrastructure that protects their workforce and communities.

Key Capabilities

Field Execution & Accessibility

- **Voice1st Data Capture:** Supervisors complete safety forms by voice to streamline workflows and reduce paperwork.
- **Offline Data Capture:** Crews record briefs without cell service; data syncs automatically once reconnected.
- **User-Centric Design:** Built with field crew engagement to ensure a more intuitive interface than paper.
- **Micro-Training Modules:** Delivers task-specific safety coaching and guidelines exactly when and where needed.

Intelligence & Automation

- **AI Hazard Recognition:** Analyzes jobsite photos to identify hazards and suggest controls.
- **AI Safety Agent:** Provides real-time, in-app safety coaching aligned with OSHA and company policy.
- **Integrated Safety Observations:** Enables real-time safety discussions to identify recurring hazards beyond standard forms.

Compliance & Administrative Control

- **Self-Service Form Builder:** Digitizes existing safety forms and approval workflows without requiring IT intervention.
- **Unified Analytics:** Provides real-time visibility into hazard trends and compliance indicators across all projects.
- **Streamlined OSHA Compliance:** Automated data transmission ensures documentation is audit-ready and easily accessible.

Key Results

In months, Dominion Energy shifted from reactive reporting to predictive safety engagement, uniting teams through consistent, data-driven practices.

- **100% Supervisor Adoption:** All supervisors now utilize Field1st for daily pre-task planning.
- **Increased Efficiency:** Documentation is completed faster through the use of voice-driven forms.
- **Faster Hazard Resolution:** Real-time alerts and accountability tracking have improved hazard closeout rates.
- **Strategic Oversight:** Leadership has gained enhanced visibility into safety metrics across all divisions.
- **Cultural Shift:** The organization evolved into a proactive, data-driven, and prevention-focused safety culture.



KEY OUTCOMES

Objective

Field1st Impact

Increase Visibility

Real-time dashboards and AI-driven insights across all sites

Reduce Admin Time

Voice-enabled data capture and simplified workflows

Boost Engagement

Seamless integration with existing processes to drive adoption

Strengthen Compliance

Automated routing and standardized reporting

Predict & Prevent Risks

AI analytics identify trends before incidents occur



A B O U T F I E L D 1 S T

Field1st transforms safety from a checklist into a predictive, connected culture – one that spreads top down, bottom up, and side to side, empowering every foreman, supervisor, and safety professional at Dominion Energy to act on insights that prevent incidents and sustain operational excellence.