



## Case Study:

# How National OnDemand Achieved an 87% Reduction in Vehicle Incidents with SambaSafety

Transforming Safety Across a Growing Communications Fleet



## Key Results

**87%**

Reduction in  
vehicle incidents

**4%**

Lowered insurance  
costs YoY



Improved retention  
& reputation for safety



National OnDemand is a multi-company communications construction firm, providing utility, aerial, underground and in-home installation services for major communication and utility companies across the United States.

With a fleet of over 400 drivers, and an expanding footprint of subsidiaries across the country, the company's operations necessitate robust risk management protocols. Committed to safety and operational excellence, National OnDemand offers advanced training and compliance programs for all employees, including their non-driving staff.

## The Challenge

As National OnDemand grew, so did the complexity of ensuring a safe and compliant fleet. The company needed a solution to monitor licenses, CSA scores and deliver targeted training to mitigate driver risk and maintain regulatory compliance. Manual processes and lack of real-time visibility made it difficult to keep up with a large, multi-state fleet.

## The Solution

National OnDemand partnered with SambaSafety initially for MVRs and driver training but ultimately benefited from a comprehensive risk management solution. The integrated platform seamlessly automated license monitoring, training assignments and compliance workflows. Beyond the technology, SambaSafety delivered dedicated customer support to ensure successful adoption across all departments. The company leveraged:



### License & CSA Monitoring

National OnDemand achieved significant time and cost savings from SambaSafety's automated monitoring system. The built-in checks and balances prevent wasted resources on false or inaccurate MVR checks, while timely notifications enable the company to act and respond quickly, often before drivers are even aware that something has changed on their record.



### Custom Risk Scoring

SambaSafety's custom scoring system, tailored to the specifics of National OnDemand's policy, enable the company to set clear thresholds and make easy, informed decisions about whether a driver can remain on the road, streamlining their driver qualification process.



### Online Driver Training

A key to National OnDemand's safety excellence was implementing SambaSafety's training platform that extended eLearning beyond drivers to all employees, covering essential Environmental, Health and Safety (EHS) topics like fire safety and hazmat protocols. By integrating the company's in-house video content alongside SambaSafety's vehicle-specific courses, drivers now receive a highly tailored training experience.

The mobile training app ensures field employees can access training anywhere, throughout the employee lifecycle—from onboarding to post-incident retraining protocols. Drivers often even request additional training and refreshers after seeing the support it provides for them in their role.

“We use the mobile app quite a bit, which helps because not all of our drivers are available to sit in front of a computer for training.”

– Matt Rehlander, Senior Director of EHS & Compliance, National OnDemand

## The Outcome

Since implementing SambaSafety's integrated solution, National OnDemand has transformed its safety profile with impressive results. Vehicle incidents plummeted from 117 to just 15 (2024)—**an 87% reduction**—in under three years. This, along with a data-driven intervention protocol, directly drove down claims and contributed to a **4% year-over-year decrease** in insurance costs (2024-2025).

“ I just see us continuing to evolve together. I don't see our relationship changing; it's now been five years I've been working with SambaSafety in total, and you haven't let me down yet.”

– Matt Rehlander, Senior Director of EHS & Compliance, National OnDemand

The comprehensive training platform aided in the 4% decrease in overall insurance package costs by reducing workers' compensation and general liability costs through improved safety awareness across all operations. The success enhanced National OnDemand's market position, improving both their candidate pool and reputation as a safety-focused employer.

The safety transformation was so significant that it earned Senior Director of EHS & Compliance, Matt Rehlander, recognition as **2024 Safety Professional of the Year**, and SambaSafety was a big part of that success.

As National OnDemand expands into new states, the company plans to deepen its SambaSafety integration with advanced LMS connections, telematics data, and reporting dashboards to support their commitment to continuous safety improvement.

## Take Control of Your Fleet Safety

See how SambaSafety's automated monitoring and training can reduce your vehicle incidents and insurance costs. Get timely alerts on license and CSA changes before issues escalate to crashes.

**BOOK A DEMO**



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