FirstAdvantage

CASE STUDY

How MasTec improved driver file compliance with qualification management

Self-service updates and configurable dashboards helped MasTec complete routine tasks twice as fast and increase driver file compliance from below 50% to over 80%.



MasTec Utility Services

Customer profile

Customer
MasTec Utility Services Group

Industry
Utilities and energy infrastructure

Drivers
4,062

Solution
First Advantage Qualification Management Solution (QMS)

CHALLENGE

MasTec had been using First Advantage's Enterprise Advantage Driver Management solution to manage driver qualification records. While the system provided access to driver information, compliance status, attached documents, and standard reports, many routine updates still had to be routed back through First Advantage for completion. This slowed the team's ability to resolve issues and keep records current.

The team also relied on basic search and standard reports, requiring administrators to run and manually review reports to identify expired documents and compliance gaps. As MasTec increased its focus on compliance, it needed more self-service control, configurable dashboards, and reporting tailored to different users.

Results at a glance

2X faster
Routine record-management tasks

1 hour saved daily
Reporting and compliance review

Below 50% to over 80%
Driver file compliance

SOLUTION

MasTec transitioned from First Advantage Enterprise Advantage Driver Management to QMS to gain more self-service control and advanced reporting capabilities. Building on the core driver information and document management features of the previous system, QMS enables authorized users to update driver records, rosters, and file status as documentation is received.

QMS also adds customizable dashboards, advanced search capabilities, custom reporting, and expanded communication tools. Advanced searches can be converted into dashboard widgets and used to support automated driver communications, helping each user surface the metrics, exceptions, and alerts most relevant to their work.

“QMS has transformed the way we manage compliance and program oversight. The increased visibility, time savings, and streamlined workflows have helped us improve our compliance performance from below 50% to over 80%.”

— Edie Simon, MasTec Fleet Management

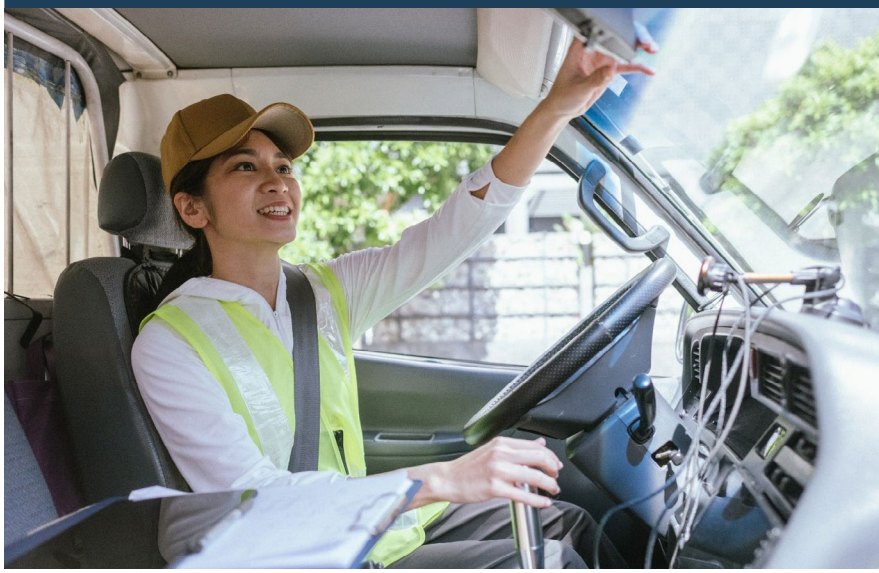
Results

Results 1: Faster record management with fewer handoffs

Real-time file and roster updates reduced requests routed through the auditing team or service manager. Authorized users could update records and file status directly into the system. Together, these changes have enabled the team to complete tasks twice as fast, as estimated by the MasTec team.

Results 2: Clearer visibility and stronger compliance oversight

Custom dashboards put key metrics and expired-document alerts in one place. Advanced searches can be converted into dashboard widgets, while role-specific views give each user the information most relevant to their work. Custom reports can include user-defined fields and be exported for closer review. With dashboard widgets, tasks that once required running and manually reviewing standard reports now take only a few moments. MasTec estimates this saves the team about one hour each day. Just as important, the dashboards make compliance gaps easier to identify and resolve quickly. MasTec reports that these improvements helped increase driver file compliance from below 50% to over 80%.





Why QMS made the difference

Self-service access
Authorized users can update driver data, rosters, and file status as documentation is received.

Role-based dashboards
Configurable dashboards give each user a focused view of relevant metrics and alerts.

Direct driver communication
Email and SMS alerts and direct uploads help the team collect missing or expiring documents.

Why First Advantage?

First Advantage combines qualification management technology with transportation industry expertise to help organizations reduce administrative work and support ongoing driver compliance. Learn how we can help strengthen your program and keep qualified drivers on the road.

Talk with an Expert

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