

Customer Success Story

Transactional Relationship to True Partnership: How Nirvana Went Above and Beyond for Matt Express Inc.

Location **Texas** Power Units **18** Customer Since **2021**

The fleet carrier Matt Express was looking for an insurer who would serve as a trusted partner, providing excellent claims support and consistent communication. After another insurer fell short, Nirvana stepped in as that trusted partner.

Let's take a closer look at how Nirvana's approach transformed insurance from a transaction into a valuable partnership for Matt Express.

Over the years, Nirvana has exceeded my expectations as far as insurance goes. Whether it comes to claims or reporting claims, they have made it so much easier, and they have great underwriters to work with you.

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Alex Abdulle, Owner and Operator of Matt Express.

Seeking a true insurance partner

Alex Abdulle, who has more than 30 years of industry experience, founded Matt Express back in 2020 as a small fleet carrier. Over the past five years, Matt Express transitioned from an owner-operator model to company-owned vehicles, and it has also more than doubled in size, going from just six vehicles to eighteen units.

As the company grew, they sought an insurer who would act as a partner, simplifying and easing their operations.

“We've already got so many things to take care of – dealing with the DOT, dealing with safety and dealing with other issues. But with insurance, I didn't have to shop around. Nirvana has been a great support over the years”, said Abdulle.

In fact, he attributed Matt Express' long term success, in part, to Nirvana.

Your greatest friend is the person who really had your back. If you don't have a great insurance company behind you, you are just another piece of history that might come and go.

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The Nirvana difference: Claims excellence and safety support

One of the reasons Matt Express loves Nirvana is the seamless, proactive, and transparent claims support.

In working with Nirvana, Abdulle said that the in-house claims team took the initiative to handle every step quickly and efficiently—from filing and resolving claims to providing timely status updates.

The team's constant communication, support, and readiness to help gave Matt Express extra peace of mind, especially during complex situations like lawsuits.

"If you don't take care of the claims, somebody else will take care of you," said Abdulle. "But what I've seen in Nirvana, they take the lead into really getting in and taking care of the claim and making it seamless, easy, and effortless for the carrier," said Abdulle.

In fact, after a serious accident in Mississippi, Nirvana's team helped Matt Express find the right legal counsel to defend and protect the fleet.

Nirvana's Safety Intelligence Platform is another way the insurer goes above and beyond for fleets. In the platform, fleets can track all their safety data from FMCSA and telematics devices, all in one, easy-to-use platform. Abdulle said that the actionable data—including driver scores, violations, and recommendations—makes it easy to coach drivers effectively.

Since adopting Nirvana, they have seen measurable improvements in safety, thanks to better prevention, targeted education, and more effective safety training, making the platform an invaluable addition to their operations.

Most companies do not (provide a safety platform), but Nirvana gives me 24/7 access to it. If I need to know what a driver did or even what road inspections existed a year ago, I go to the portal.

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Choosing the right support for your fleet

For Matt Express, partnering with Nirvana meant more than just securing an insurance policy. It meant finding a team dedicated to simplifying claims, supporting safety, and helping their business grow.

Their experience shows that with the right support and practical tools, carriers can focus on what matters most: keeping their operations running smoothly and their drivers safe. If you're looking for a partner who understands the everyday challenges of running a fleet, Nirvana offers the experience and resources to help you meet them head-on.

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See how your fleet can follow Matt Express Inc footsteps and become safer with Nirvana.

Request a quote: nirvanatech.com →