

IN EMS Modernizes State EMS Training, Testing, Certification, and License Renewals with Acadis



Customer Profile



Organization: Indiana EMS Office, Indiana Department of Homeland Security (IDHS)



Acadis Partnership: Since 2006



Scale: IDHS uses Acadis to track training and certification records for 25,000+ EMS personnel in Indiana

The Challenge: Managing End-to-End EMS Training and License Compliance at Statewide Scale

State EMS offices are responsible for licensure and compliance across thousands of EMS professionals, agencies, credentials, and renewal cycles—often across multiple systems and training providers. As requirements evolve, leaders need a connected system that keeps compliance data current and legally defensible, supports online delivery, and meets a mobile workforce where they are.

The IDHS EMS Office was searching for:

- A modern, centralized way to manage training, testing, certification issuance, and renewals at scale
- A system built on real-time, trustworthy data to support oversight decisions
- Interoperability with other parts of the EMS tech stack, including a certified vendor with the National EMS Coordinated Database (EMS Compact)



The Solution: Leveraging Acadis as the Statewide System of Record for EMS Licensure and Training Management

The IDHS EMS Office partnered with Acadis to modernize and automate statewide licensure and training management—moving from manual/paper processes to a single digital platform.

Today, the IDHS EMS Office uses Acadis to manage the full lifecycle of EMS training and licensure.

How Acadis Improves EMS Readiness Across Your State



License Issuance, Online-Training, and CE Tracking

EMS state offices can leverage an Acadis state-branded online portal to support registration, license issuance, Continued Education (CE) tracking and renewals, which reduces the reliance on emails and phone calls. Acadis also offers secure online testing (including question and answer randomization, lock-down browsers, and integrated timer capabilities.)



Mobile Capabilities for an In-Field Workforce

Built for mobile public safety professionals, Acadis provides secure mobile access to training history and credentials, digital certificates displayed on a phone, in-field skills assessments, and notifications to remind practitioners of upcoming deadlines.



Continuing Education Tracking

Acadis simplifies continued education compliance with integrated CAPCE course completion reporting (where enabled). With automated CE reporting from TargetSolutions to Acadis via AgencyConnect, CAPCE course completions can be reported in real time without duplicate data entry.



Defensible Records

Acadis makes it easy to manage cases and access defensible documentation for sanctions, investigations, audits, and record requests—a critical need for statewide oversight.



National Data Alignment and Integration

EMS Compact: Vector Solutions / Acadis is only the second commercial software product to achieve EMS Compact certification, which ensures accurate, real-time licensure and compliance data is shared across member states.

Commission on Accreditation for Pre-Hospital Continuing Education (CAPCE): Vector Solutions is the largest provider of CAPCE-approved EMS CEU content nationwide.



“Acadis meets all our training and licensing needs, start to finish.”

— Indiana State EMS Director

The Results

Indiana's long-term partnership demonstrates how a modern, centralized technology ecosystem can strengthen statewide EMS oversight while delivering measurable operational improvements. By digitizing licensure and certification tracking in Acadis, centralizing scheduling and resource management, and automating continuing education reporting, the IDHS EMS Office has reduced administrative burden while improving accuracy, coordination, and transparency. At the same time, mobile access, digital credentials, and real-time notifications ensure that EMS professionals have the tools they need—wherever the job takes them.

With defensible compliance data and streamlined processes in place, Indiana is better positioned to support practitioners, maintain public trust, and respond confidently to regulatory and information requests. Vector Solutions is proud to partner with IDHS in building a more efficient, accountable, and practitioner-focused approach to statewide EMS management.

