



CASE STUDY

Elevating emergency medical certification with AI-powered online exams

About Snohomish County EMS

Snohomish County EMS is the **emergency medical services authority** for a large county north of Seattle, supporting nearly **2,000 EMTs and paramedics**.

Facing budget and staffing constraints, they partnered with Synap to **modernise exams and streamline certification**.



The Challenge

- 1 Replace time-consuming paper-based exams.
- 2 **Rapidly update exams** after major protocol changes.
- 3 Deliver **secure certification at scale** to 2000 EMTs across the county.



So far, we've administered several dozen of the exams. The feedback from my education coordinator is that it has been simple and really hiccup free, and we're able to provide immediate results to our agencies.

Why Snohomish County EMS Chose Synap



A modern, reliable exam platform

Synap stood out as a consistent, reproducible online exam platform capable of replacing time-consuming paper-based certification processes.



AI-assisted exam and question creation

An AI-driven approach supported rapid development of high-quality certification exams, easing the workload on a lean team after major protocol updates.



Flexible, secure exam delivery

Customisable proctoring options offered a way to run secure, open-book exams, with clear control over time limits, permitted resources, and exam conditions at scale.

The solution

Synap worked closely with **Snohomish County EMS** to deliver a modern online exam platform that replaced paper-based certification, **reduced administrative workload**, and supported **rapid exam development** following major protocol updates. **Hands-on onboarding**, **AI-assisted question creation**, and **flexible proctoring** enabled faster, more reliable **certification at scale**.



Certification exams launched in just seven days

A sprint-based delivery approach enabled new certification exams to be developed, reviewed, and deployed in just seven days, even under tight deadlines and reduced staffing.



Significant reduction in administrative workload

Automated grading, online delivery, and instant results eliminated manual proctoring, hand grading, and certification paperwork, saving hours of staff time.



Collaborative exam development

Synap's intuitive interface allowed multiple team members to review, comment on, and refine exam questions asynchronously, supporting efficient collaboration under tight deadlines.



Flexible, secure proctoring

Synap provided customisable proctoring options to support adult-style, open-book exams while maintaining control over exam conditions and permitted resources.

Modernise certification with confidence

See how Synap helps organisations deliver secure, efficient certification exams with hands-on support and AI-assisted assessment tools.

[Book a demo](#)

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