

Approved HSI Training Center uses high-quality CPR, AED, First Aid and active violence response programs to meet their clients' needs.



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## Case Study

### Customer

Life Rescue Training

### Solution

Emergency Care Training

- CPR AED | First Aid
- Basic Life Support (BLS)
- Advanced Cardiovascular Life Support (ACLS)
- Pediatric Advanced Life Support (PALS)
- Active Violence Emergency Response Training (AVERT)

### Industry

Emergency Care Training

### Location

Rockville, Maryland

## Customer Overview:

Life Rescue Training is an approved HSI Training Center that provides CPR, AED, First Aid, and active violence response training to clients throughout Washington D.C., Maryland and Virginia.

Owner and Instructor Amer Tobing began teaching emergency care training programs part-time over 20 years ago. As a retired firefighter, paramedic, and 911 supervisor, he now leads a dedicated team of instructors with a variety of medical, military, public service, and teaching backgrounds.

## Challenge:

Owner Amer Tobing manages an in-demand Training Center with plans to continue expanding the business by developing new instructors. Meeting the needs of Life Rescue Training and its clients requires flexibility and ingenuity, both in the classroom and behind the scenes.

## Why It Matters:

Life Rescue Training offers emergency care and active violence response training programs to local clients. Amer and his team have worked with several of the top emergency care training brands over many years, often finding red tape and unnecessary barriers that can increase costs and overall frustration.

Life Rescue Training's clients need efficient and cost-effective training for their employees. But as a business owner, Amer needs streamlined processes to effectively run and grow his Training Center.



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## Solutions:

As an approved HSI Training Center, Life Rescue Training provides cost-effective CPR, AED, First Aid, BLS, ACLS and active shooter training throughout Maryland, Virginia, Delaware and Washington D.C. HSI's suite of high-quality programs allows Life Rescue Training's team to provide engaging courses that leave a lasting impression.

*"I've been teaching for 20 years, and the quality of content has changed a lot over the years. I really like what HSI has come up with for the new videos. The information overall brings a ton of value. And the active shooter content for AVERT was done very well."*

**Amer Tobing, Owner and Instructor**

## Technology That Supports Instructors and Training Centers

HSI's customizable portal makes managing classes and instructors convenient for busy Training Centers.

With the Otis portal, Training Centers can schedule classes, organize reports, and communicate with students all in one platform.

*"I really like that you can download the roster and see the status of each student. I can't tell you how many times we've checked the roster and been able to notify the client that a handful of people are still in the assigned position with a class the next day."*

**- Amer Tobing, Owner and Instructor**

There are many features and tools within the Otis portal, allowing instructors to access Remote Skills Verification (RSV), course videos and more.

*"Another benefit of using HSI is the Downloadable Video Player that allows you to download videos ahead of time, so you don't have to access the internet on the job. It helps eliminate any day-of-technology issues that might be due to the location."*

**- Amer Tobing, Owner and Instructor**



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## Online Store That Makes Restocking Inventory Fast and Easy

HSI’s online store is a one-stop-shop for emergency care training products. Training Centers can access the store 24-7 to purchase student training materials, instructor supplies and a variety of first aid and disaster supplies. It also makes purchasing digital and print certification cards a straightforward experience.

Amer explains, “Because other providers have tiered structures, it makes it difficult to buy and issue certification cards. But with HSI’s automated system, we can get instant access to certification cards. That’s one of the top benefits of using HSI’s programs.”

*“I was recently low on cards without realizing it. All it took was purchasing the cards and hitting refresh, and I was able to immediately send out certification cards without any delay.”*

**- Alicia Rausch, Life Rescue Training’s Office Manager and Head Instructor**

## Solutions That Put Training Centers in Control

HSI makes it easy to meet the needs of students and clients by partnering with Training Centers to find mutual solutions.

*“One of our clients’ major pain points is having to chase down their employees to get their CPR certification cards.”*

- Amer Tobing, Owner and Instructor

HSI programs are designed to allow instructors to use their own expertise to teach based on their students’ needs. But this level of flexibility doesn’t stop at the classroom door.

*“Out of all of the emergency care training brands we use — HSI allows us to directly solve this problem by being able to provide their directors with a PDF with all of their employees’ certification cards rather than having to find a work around.”*

- Amer Tobing, Owner and Instructor

## Support Team That Cares

HSI’s client services and technical support team are knowledgeable and responsive.

*“HSI’s process for submitting tickets to get information corrected is easy, and its customer service team is always quick to get back to us. It’s a lot harder to get feedback from other emergency care training brands. I’ve never had to wait on hold for long to speak with someone, and the people on the other end are well-versed in answering program questions.”*

- Alicia Rausch, Office Manager and Head Instructor.

## Checklist for Success:

Expand your Training Center business with HSI



Include a diverse portfolio of programs, including CPR, AED and First Aid, Basic Life Support (BLS), Active Violence Emergency Response Training (AVERT), and Child & Babysitting Safety (CABS)



Ensure accessibility by having direct contact with HSI versus multiple layers of communication



Get easy, cost-effective administration with a free online portal



Purchase high-quality programs, student supplies, and products such as AEDs from one source



Access client services team members who are reliable and responsive



Utilize your own expertise and training skills by using flexible programs

## About HSI

HSI offers nationally recognized training for CPR, AED, First Aid, and advanced programs such as Basic Life Support (BLS). Designed to meet regulatory requirements, HSI offers a variety of ways for your organization to get full certification in CPR training.

To learn more about HSI's flexible and cost-effective options for full-certification CPR and First Aid training at [hsi.com/cpr](https://www.hsi.com/cpr)