



# Hosting Services: Simplify System Management and Maintenance

Netsmart Plexus™ Cloud offers a secure hosting environment for Netsmart CareRecords™ (EHR solutions), as well as all your other enterprise applications used throughout an organization. Clients are hosted in fully redundant TIER 3 class data centers with SSAE16-certified operations. Plexus Cloud is a cost-efficient service that ensures information systems are accessible yet secure, allowing organizations to focus on their core mission: providing the highest quality care possible to the populations they serve.

## Summary of features

### Reliability

- Redundancy throughout the production infrastructure
- Two TIER 3 class data centers in separate locations with multiple power and cooling sources

### Support, backup and disaster recovery

- 24/7 data availability backed by service level agreement
- Automatic installation of operating system, database and application software updates
- Full backup weekly, with incremental backups nightly and production database backup every 15 minutes

### Compliance

- SSAE16-compliant with annual third-party audit of all security/compliance controls
- HIPAA policy and methodology with third-party compliance audits conducted yearly
- HIPAA designed technology architectures (e.g., encrypted data at rest, transport)
- Meets or exceeds all HIPAA requirements

## Key Benefits

- Lower risk of security breaches
- Increased availability of systems and data
- Enhanced performance of CareRecord and business applications through up to date technology, best practices, skilled resources and regular updates
- Understanding of the needs of healthcare organizations

## Key Facts

- Over 98% of new Netsmart clients choose Netsmart for hosting
- Netsmart hosts applications for over 700 clients
- More than 2,500 client facilities (over 250,000 users) are connected via Netsmart Plexus Cloud

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