

Netsmart Plexus Cloud

# **ANNUAL REPORT**

2025



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# Welcome

## From Todd



Associates,

Looking back at 2025, I am incredibly proud of what Plexus Cloud has accomplished in support of Netsmart and the healthcare technology landscape in general. The scope of work delivered over the last twelve months was both expansive and complex, spanning critical platform modernization, large-scale client initiatives and continuous operational improvements. In an environment where reliability and trust are absolutely critical, our associates executed work that directly enabled better connectivity, performance and outcomes for the clients and partners who depend on us every day.

What stands out most, however, is the resilience of our people. Throughout the year, our employees navigated competing priorities, demanding timelines and evolving demands of the technology industry with professionalism and determination. You demonstrated an unwavering commitment to quality while maintaining strong collaboration across teams and with our clients. Your ability to adapt and support one another under pressure was instrumental in delivering results without compromising stability or service.

Equally notable was the pace and precision with which work was completed over the last year. Our teams moved quickly but with precision, balancing speed with disciplined execution, rigorous testing and clear communication. This combination allowed us to meet some extremely ambitious milestones and respond effectively to emerging needs, all while maintaining the high standards expected at Netsmart.

The progress documented in this report is more than a record of what we achieved. It is an outline for what comes next. The capabilities we build and the processes we refine have positioned our Plexus Cloud and Netsmart for growth and innovation in a constantly changing environment. As we look ahead, I am confident that the foundation laid over the past year will enable us to scale more effectively, respond more rapidly and continue delivering meaningful value to the healthcare community we serve.

### **Todd Churchill**

Senior Vice President,  
Netsmart Plexus Cloud

## Accelerated Migration to the Public Cloud

The Project Thunderstruck program addresses the full scope of work associated with other cloud migration and data center exit projects that required specific but limited objectives. For example, *Irish Exit* focused on obtaining the additional funding required to accelerate myAvatar migrations. Similarly, *Project Exodus* was used for the initial scoping of a 3rd-party SOW, but again focused only on accelerating migrations.

Project Thunderstruck includes automation opportunities, architectural changes, cost optimization and data center exits in addition to migration acceleration. The program also includes some preliminary “Post Program” planning to continue Netsmart's cloud-native or modernization solution journey and AWS region optimizations.

Project Thunderstruck advanced Netsmart’s *Focus 5* “Best-in-Class Innovator” initiative by delivering cloud migration projects. The majority of migrations to AWS, IRIS and Postgres were executed in 2025 and all private physical infrastructure is targeted for decommissioning in Q2 2026. The project team created the execution theme *Keep Calm and Decom*, which energized teams and reinforced focus during aggressive decommissioning cycles.



PostgreSQL



# Project Highlights & Milestones

## Powering the Move to the Public Cloud

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# 50%

Per the Private Pricing Agreement (PPA) with AWS, we set a goal of decommissioning 7,507 virtual workloads (50% of the initial scope) by the end of July to obtain significant financial incentives from AWS. We passed that goal over two months ahead of schedule.

# 11,400+

Virtual Workloads (VMs) were decommissioned as of the end of 2025.

### 115% AWS Incentives

By accelerating migration we not only met every AWS target, but were able to pull additional incentives into 2025, generating significant cost savings.

### Cost Avoidance

- A multi-year agreement with Oracle yielded a net cost avoidance of \$1.9M in years four and five of the agreement.
- The Networking team identified \$189k in cost avoidance by mitigating a critical F5 hardware support issue.

### Post-Acute 2025 Migrations

Advisor  
Gehrmed  
Homecare

# Plan to Practice: Client Migrations

This year saw Plexus Cloud deliver on significant milestones in our public cloud transformation journey, allowing for greater scalability, resilience and service capabilities while minimizing disruptions to operations. These key client migrations were completed in 2025 and represent our commitment to operational excellence in their safe and efficient execution:



## Additional significant client migrations:

Apalachee, BJC Behavioral Health, Care Hospice, Caris, Clarity CGC, Clarvida, Compass, Dekalb County, Johnson County Mental Health, Minnesota DoHS, Momentum, New Vista of the Bluegrass, Recovery Centers of America, Riverside County, San Mateo County, South Dakota DoSS, Southern Highlands Community Mental Health Center, Springvale, Tehama County

# Moving Critical Forward: Solution Migrations

Migrating solutions from MCI and CMH data centers to the public cloud required navigating complexity, risk and change at scale. Throughout this year our teams faced and overcame technical constraints, operational dependencies and heightened reliability and security expectations, typically under tight timelines and often outside normal business schedules. Associates reinforced resilient architectures and proved the value of disciplined processes, repeatedly demonstrating the ability to adapt and maintain continuity for clients and stakeholders. These solutions were moved to the public cloud in 2025.

## Advisor Integrated Apps™

### Advisor KPI™

 **AlphaCollector™**

 **CareConnect™**

 **CareManager™**

 **CC Inbox™**

**GEHRIMED™**

 **Netsmart  
Helper**

 **Netsmart  
Homecare™**

## Mobile Advisor™

 **Netsmart  
myEvolv®**

 **Netsmart  
myLearningPointe®**

**SAMMS™**

# Migration in Action

## myAvatar Migration in Process

The largest of all solution migrations in terms of client volume, myAvatar is a critical component of the total public cloud migration effort. In November of this year, we were delighted to announce we passed the milestone of 50% of myAvatar clients migrated to AWS. The work continues through the first half of 2026. These myAvatar clients were migrated to AWS in 2025.

- Accanto Health
- State of Arizona
- AtlantiCare Behavioral Health
- Beacon Mental Health
- Behavioral Health Resources
- Behavioral Health Services North
- Bridgeway Center, Inc.
- Brown County of the State of Wisconsin
- Bucks County
- Burrell Behavioral Health
- Caris Healthcare, LP
- Central Counties Services
- Chautauqua County
- Chippewa County DoHS
- City & County San Francisco
- Clarity Child Guidance Center
- Clarvida
- COMCARE of Sedgwick County
- Community Solutions, Inc.
- Comprehensive Life Resources
- County of Yolo, State of California
- CROSSPOINT Human Services
- DeKalb Community Service Board DBA Claratel Behavioral Health
- Douglas Gardens Community Mental Health-Miami Beach
- El Paso MHMR d/b/a Emergence Health Network
- Family Counseling Center, Inc.
- Fellowship Health Resources, Inc.
- First Psychiatric Planners, Inc./ Bournewood Hospital
- Gateway Foundation
- Gateways Hospital & Mental Health Center
- Gaudenzia, Inc.
- The Guidance Center
- Harborcreek Youth Services
- High Point Treatment Center
- Highland Clarksburg Hospital
- Indian Rivers Mental Health Center
- JCFS Chicago
- Jefferson-Blount-St Clair Mental Health Authority
- Kedren Acute Psychiatric Hospital
- KVC Health Systems, Inc.
- Lifeworks NW
- Lower East Side Service Center
- Manitowoc County DoHS
- Mendocino County
- MHMR of Tarrant County
- Milwaukee County DoHHS
- Montgomery Area Mental Health Authority
- Netsmart Georgia ASO
- Nevada Division of Children & Family Services
- North Central Florida Hospice, Inc. d/b/a Haven
- North Dakota DoHS
- Northwestern Counseling & Support Services, Inc.
- OASAS (ATC)
- Ohio's Hospice, Inc.
- Optum Salt Lake County
- Orange County Department of Mental Health
- Orchard Place
- Ottawa County Community Mental Health
- Outreach Project
- Ozark Center
- Parkside
- Pathways, Inc
- Pierce County Human Services
- Pineland MH/MR/SA Commun Serv.
- Portage Path Behavioral Health
- Powell Recovery Center
- Recovery Innovations
- Reliance Health, Inc.
- Ridgeview Behavioral Health Services
- Riverbend Center for Mental Health
- Rock County
- Rosecrance, Inc.
- San Luis Valley Comprehensive Community Mental Health Center
- Santa Cruz County Health Services Agency
- Sauk County DoHS
- Seafield Center, Inc.
- Seneca Health Services, Inc.
- Seven Counties Services, Inc.
- Shasta County HHS
- Solano County DoHSS-Mental Health Division
- Sonoma County DoHS
- Southwest Counseling Services
- Spectrum Health Systems, Inc.
- St. Croix County Services Center
- Suncoast Center, Inc.
- Tennessee - Dept of MHSAS
- Tennessee Health Management Inc.
- The Center for Health Care Services
- The Emily Program-TEP Management
- The Renfrew Center
- The Sycamores
- Tulare County Hlth/Human Svcs Agy
- Valley Comprehensive Community
- Vermont Care Partners
- Washington County Human Services
- Waukesha County
- WellLife Network, Inc.
- Wellmore, Inc.
- West Alabama Mental Health Center

## Migration in Action

# CareConnect to AWS

We successfully migrated the final two CareConnect clients on November 3, officially completing the solution's full transition to AWS. This milestone represents the culmination of months of sustained effort marked by meticulous planning, late nights, rigorous quality assurance and continuous communication with clients.

The scale and complexity of this migration were extraordinary, earning its informal designation as a *migration mega flash*; an intense, high-impact initiative executed with precision and speed. Each phase required careful coordination across technical teams, operations and client stakeholders to ensure continuity of service while moving critical interoperability workloads to the public cloud platform.

To put this achievement into perspective, consider CareConnect's interoperability footprint:



45,000 integrated organizations



63 VPNs and 13 applications with over 500 customizations



Over 210 million monthly Carequality transactions



Over nine million monthly HL7v2 transactions



Over one and a half million monthly FHIR transactions across 42 vendors



Over 400,000 monthly lab transactions

With the migration now complete, CareConnect is positioned to leverage the full capabilities of AWS to enhance performance, resilience and security while continuing to support a vast and growing healthcare ecosystem. This milestone reflects the dedication and expertise of the associates involved and reinforces Plexus Cloud's vision for scalable operations in the public cloud.

# Migration in Action

## CareManager to AWS and PostgreSQL

The migration of CareManager to AWS and PostgreSQL showcased the impact of collaboration across multiple functions. CareManager Engineering, QA, Product, Consulting and Cloud Engineering teams as well as multiple external vendors and internal partners such as the Data team all contributed to its success.

Not without its challenges, the first attempted migration to PostgreSQL revealed unexpected performance issues resulting in rollback. However, this period was invaluable for learning and refining our approach, allowing the team to commit to implementing controlled testing and rigorous change log processes.

We adopted a data-driven readiness strategy, measuring both system performance and user productivity. Clear goals and metrics ensured confidence in go-live readiness. Through repeated testing and optimization, we not only stabilized the system but improved performance compared to Oracle.

	Worklist Optimization	Load Test Error Rate	Load Test Avg Response Time	Load Test Peak CPU	Application Defects
Current	134	0.5%	3807ms	10.5%	0
Goal	137	<2.84%	<4125ms	<36%	0

# COLLABORATION

# RESILIENCE

# CONTINUOUS IMPROVEMENT

# Infrastructure Transformation

## Reducing Oracle Licensing & Dependencies

In early 2024 we kicked off one of Netsmart's most ambitious infrastructure transformations. At the time multiple healthcare applications ran on WebLogic servers that had been obsolete for over two years and sat decaying on RHEL 5 operating systems with Oracle databases that charged exorbitant licensing fees. We had a two-year window to modernize infrastructure to avoid potentially serious technical and financial consequences.

### The Challenge

More than 15 production healthcare services that handle real-time patient data exchange, referral management, document services and critical health information exchange (HIE) operations were impacted- more than just a simple lift and shift. Services that connect us to the national health information network and manage thousands of healthcare referrals were impacted, including our core CareConnect Platform.

### The Work

Over two years the team executed four major types of migrations simultaneously:

**Infrastructure Modernization:** Took WebLogic applications running Java 1.7 on servers from 2010 and containerized them for AWS ECS Fargate.

**Database Migrations:** Migrated multiple Oracle databases to PostgreSQL and SQL Server.

**Application Containerization:** Converted over a dozen legacy applications into Docker containers, including services for fax management, telemonitoring, vaccination queries, and state reporting. Each one required building CI/CD pipelines, CloudFormation infrastructure-as-code, and operational monitoring.

**Service Retirement:** Carefully decommissioned old Oracle-based services after proving the new systems worked, including shutting down WebLogic clusters that had been running for over a decade.



**The Impact:** This effort eliminated excessive Oracle licensing costs, modernized infrastructure that supports critical healthcare data exchange, improved security and scalability, and prepared Netsmart for future cloud-native operations. All while keeping production systems running *without disruption* for healthcare providers who depend on us every single day.

# Qualified Health Information Network Designation

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For over a decade, Netsmart has prioritized interoperability as a crucial part of advancing healthcare for providers and patients. This year it was announced that we received Qualified Health Information Network (QHIN) designation under the Trusted Exchange Framework and Common Agreement (TEFCA). This designation is a significant recognition both for Netsmart as a whole and Plexus Cloud associates who were involved, and demonstrates Netsmart's capacity for innovation in healthcare improvement. The issued press release stated:

*As the first electronic health record (EHR) provider built primarily for human services and post-acute care to become a Designated QHIN, this achievement further solidifies its leadership in advancing interoperability standards and enabling secure, compliant data sharing. Clients and organizations that join the TEFCA network will benefit from broadened nationwide interoperability, expanded data exchange purposes and access to an open, secure healthcare data sharing network that streamlines referrals, coordination and transitions of care.*



# Organizational Achievements

## **AWS GovTech and Healthcare Competencies**

AWS Competencies are awarded to organizations who demonstrate success in modernizing industry-specific operations while improving efficiency and adhering to stringent compliance requirements. This year Netsmart was recognized with two distinct competencies from AWS, and Plexus Cloud played a critical role in obtaining these awards.

Early in 2025 Netsmart received the the AWS Healthcare Competency, further solidifying our position as a leader in providing specialized solutions across public and private sectors.

A few months later, we received the AWS Government Competency, formally recognizing our commitment to deliver innovative and secure healthcare technology solutions tailored for government agencies. These accomplishments highlight Netsmart's expertise in navigating the dynamic landscapes of healthcare service delivery, government security, compliance and risk management processes.

Netsmart was recognized as an AWS Government Technology Champion at the AWS Imagine Conference. This award signifies Netsmart's competency and commitment to providing healthcare services hosted in the AWS public cloud. Along with public institutions and other private sector partners, Netsmart was honored by the Center for Digital Government (CDG) and Center for Digital Education (CDE) for using cloud computing to deliver better and more accessible services to clients.



## **Associate Skill-building for the Public Cloud**

As Plexus Cloud embraces the agility, scalability and innovation opportunities provided by public cloud platforms, we must evolve as an organization at the pace of advancing technology. This year we launched **Cloud Forward**; a strategic learning initiative designed to equip our associates with the skills, mindset and confidence to thrive in a cloud-first environment.

This program blends foundational cloud knowledge with hands-on technical training, change management strategies and role-specific learning paths to support both upskilling and reskilling across Plexus Cloud.

Cloud Forward offers modular tracks tailored to different roles and experience levels including blended learning, certifications, mentorship/peer learning and capstone projects for real-world scenarios.

### **Program Objectives:**

- Empower our teams with core cloud competencies across leading platforms (e.g., AWS, Azure, Google Cloud)
- Re/Upskill legacy roles to align with cloud-native architectures, DevOps, and automation
- Foster a cloud culture that embraces continuous learning, security-first thinking, and agile delivery
- Accelerate cloud adoption by reducing skill gaps and increasing internal cloud expertise

Q4 2025 saw the kick off of live introductory training for AWS, video resources and new certifications for multiple associates. The program continues to build a robust collection of live training sessions, web-based learning plans and other internally and externally produced content.

Cloud **Forward** 

## **Looking Forward:** There's More to be Done

The progress we made this year sets a precedent for what our organization can accomplish. Executed at extraordinary scale and complexity, the client and solution migrations as well as process and solution improvements made demanded deep technical expertise, disciplined execution and unwavering commitment from teams across the Plexus Cloud. Your skills, careful validation and humble collaboration allowed us to successfully transition critical data and systems to the public cloud without degrading the trust our clients and internal stakeholders expect. Your results stand as a testament to what is possible when focus, accountability and shared purpose come together.

As we look to the year ahead, the momentum generated throughout 2025 will continue to shape our direction. Modernized platforms and refined operating practices, as well as new and evolving technologies like improved AI capabilities position us to move faster, scale with confidence and innovate with greater agility. With this strong foundation in place, we are well prepared to build on our success, advancing new capabilities, strengthening interoperability and delivering even greater value to the healthcare ecosystem we support.

## **Netmart Plexus Cloud**