



REMOTO

Portuguese Healthcare Records Platform | Service & Technology Documentation

Medical Field • Portugal • Human & Veterinary Health Records • Modern Technology Upgrade

Platform Overview

Remoto is a Portuguese healthcare records platform designed to maintain and manage the health records of both humans and animals. The platform operates as a unified system divided into two distinct domains one serving human patients and one serving veterinary care allowing clinics, doctors, and pet owners to manage health information within the same secure environment.

Our team was engaged to provide full development services and manage the complete technology modernisation of the Remoto platform upgrading its core modules from legacy versions to current, modern technology standards while delivering continuous improvements throughout the engagement.

Key Challenges

Prior to our engagement, the platform was operating on outdated technology across its core modules, presenting the following challenges:

CHALLENGE	DESCRIPTION
Outdated Technology Stack	The platform was built on legacy framework versions across its core modules, many of which had reached end-of-support introducing security risks and limiting future development capability.
Dual-Domain Management Complexity	Managing two separate but interconnected record systems one for human patients and one for animals on a shared platform required careful architectural handling to maintain data separation and integrity.
Security & Compliance Risks	Operating on unsupported legacy versions introduced compliance vulnerabilities inconsistent with the data protection and regulatory standards required for healthcare record management in Portugal.
Performance & Maintenance Overhead	Ageing codebases were increasingly difficult to maintain, debug, and extend slowing the delivery of improvements and increasing the overall cost of platform upkeep.

Business Solution

To address these challenges, a structured modernisation and continuous development programme was implemented across the platform:

- **Technology Audit:** Conducted a full technology audit across all platform modules to assess legacy dependencies and define a safe, prioritised upgrade roadmap.
- **Phased Upgrades:** Executed phased version upgrades across each module resolving breaking changes and validating system integrity at every step.
- **Dual-Domain Integrity:** Maintained full separation between the human and veterinary modules throughout the modernisation process, preserving data integrity across both domains.
- **Zero-Disruption Delivery:** Delivered all upgrades alongside continuous feature development and maintenance with zero disruption to live healthcare services.
- **Compliance Assurance:** Ensured full data integrity and regulatory compliance throughout critical requirements for a healthcare records platform operating in Portugal.

Implementation / Work Done

Technology Modernisation

- Upgraded all core backend and frontend modules from outdated legacy versions to the latest stable, fully supported technology releases.
- Resolved all breaking changes, deprecated dependencies, and incompatible integrations introduced across major version gaps during the upgrade process.
- Modernised both the human and veterinary modules independently while maintaining shared platform consistency and inter-module compatibility.

Feature Development & Enhancements

- Delivered continuous new feature development and platform enhancements throughout the engagement — from minor improvements to significant new healthcare capabilities.
- Improved and evolved platform workflows for clinics, doctors, and patients in response to client requirements and operational feedback.

Ongoing Maintenance & Support

- Provided sustained bug resolution, performance optimisation, security patching, and platform support throughout the engagement.
- Ensured continuous platform reliability and uptime for healthcare professionals, clinics, and patients relying on the platform across Portugal.

Outcome

The modernisation programme and continuous service delivery produced the following measurable improvements across the Remoto platform:

◆ Legacy System Eliminated	Fully retired outdated framework versions across all platform modules, removing security risks and end-of-life dependencies.
◆ Performance Improved	Modern technology stack delivered faster, more reliable platform performance for both healthcare professionals and patients.
◆ Security & Compliance Strengthened	Upgraded to current, fully supported versions ensuring alignment with healthcare data protection standards applicable in Portugal.
◆ Dual-Domain Stability Maintained	Both human and veterinary modules were successfully modernised while preserving full data separation, integrity, and operational continuity.
◆ Uninterrupted Service Delivery	All upgrades were executed without any disruption to live services relied upon by clinics, doctors, and patients across Portugal.