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Helios Technologies Introduces Seamless Remote Support Capabilities Through Cygnus Integration with OpenPV™ Software Platform

- ***Remote support can reduce on-site tech visits as well as reduce call times up to 90%***
- ***Patented technology exclusive to Helios Technologies integrated from i3 acquisition***
- ***Integration of this technology creates the opportunity for a recurring revenue stream***

SARASOTA, Fla.--(BUSINESS WIRE)-- Helios Technologies, Inc. (NYSE: HLIO) ("Helios" or the "Company"), a global leader in highly engineered motion control and electronic controls technology for diverse end markets, announced today an integration with Helios' latest flywheel acquisition, i3 Product Development's (or "i3"), Cygnus Remote Support Platform ("Cygnus") into the OpenPV™ software platform ("OpenPV™").

OpenPV™ is a software development ecosystem that supercharges a developer's ability to create sophisticated, feature-rich applications for OpenView™ displays offered by Helios Technologies. The integration of Cygnus into OpenPV™ empowers application engineers to seamlessly integrate customer support capabilities directly into the software they create during development. This means support teams can remotely connect, diagnose, troubleshoot, and assist users in real-time using the customer's phone and camera. With the addition of the Cygnus Remote Support Platform, manufacturers and distributors provide their technicians the tools to be anywhere with a customer using video streaming and screen sharing features, as well as access equipment software to be able to remotely service the product real time in the field. With this complete 360-degree view it provides a superior customer experience to the technician being onsite. This contributes to improved response time for the customer, decreased travel time for the technicians, lower product returns, equating to less business downtime enhancing efficiency all while providing a superior customer experience.

"We have successfully developed a software as a service (SaaS) platform to address our customers' challenge of providing service and support to their end customers in a timely, cost-effective manner," said Josef Matosevic, the Company's President and Chief Executive Officer. "Service and support technicians can remotely access equipment, see everything a user sees, and identify a solution in record time. We believe that the elevated level of customer service this platform enables will increase end-user satisfaction and loyalty, improve customer support and ticket resolution times, and enable a recurring revenue stream to capture this added value."

The remote service mobile app can be white labeled by our customer to promote brand loyalty as well as ease of use in the field. Cygnus also comes with a robust development platform enabling more effective and accurate coding during development to speed time-to-market, enhance quality, and create more innovative solutions.

“The integration of our patented Cygnus Remote Support Platform further demonstrates how rapidly we are changing the capabilities of controls in a broad variety of potential applications from consumer products such as spas to a wide variety of commercial food service equipment including oven warmers as an example,” said Doug Conyers, Senior Vice President, Innovation and Technology. “We used Balboa Water Group’s SpaTouch4 as our initial prototype for proof-of-concept, but with our platform multiplier approach this will be able to extend into all of our future products in the OpenPV™ ecosystem across many end markets including construction, industrial, and agriculture among others. The remote solution provides our customers greater control over their costs while simultaneously improving service levels.”

About Helios Technologies
Helios Technologies is a global leader in highly engineered motion control and electronic controls technology for diverse end markets, including construction, material handling, agriculture, energy, recreational vehicles, marine and health and wellness. Helios sells its products to customers in over 90 countries around the world. Its strategy for growth is to be the leading provider in niche markets, with premier products and solutions through innovative product development and acquisition. The Company has paid a cash dividend to its shareholders every quarter since becoming a public company in 1997. For more information please visit: www.heliostechnologies.com and follow us on LinkedIn.

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