

The logo for Helion Technologies, featuring the word "HELION" in a stylized, white, sans-serif font. The letter "i" is replaced by three vertically stacked dots. The background is a dark, abstract image of a car's interior and exterior, with a prominent orange diagonal line running from the bottom left towards the center.

HELION

BROCHURE

INTRODUCING Helion

WHO ARE WE, AND WHY

Do You Need Our Help?



Over the past few years, the need for strong, resilient, secure, reliable and up-to-date IT infrastructure has impacted every industry around the world. This means that even companies that primarily exist in brick-and-mortar spaces need to update their systems to avoid falling behind. That includes dealerships.

Auto and truck dealerships often find themselves falling behind the curve on technological matters, with internal IT teams unable to keep up with the new needs they're facing and the pace of change. Looking to third parties for assistance is a natural way to make up the risky technological gap, and for dealerships, Helion is the natural first choice.

We are the largest IT service provider that specifically focuses on the auto and heavy truck industries. We work

strategically and proactively to get ahead of oncoming IT challenges and requirements instead of merely reacting to them, ensuring our clients have the systems they need, and that those tools operate at peak efficiency.

Peace of mind is what dealers get when they work with Helion. Rather than wondering whether their IT will hold up, these companies have confidence in the systems that their business depends on.

WHAT WE DO FOR DEALERSHIPS



As the only vendor of our scale that caters directly and specifically to dealerships, Helion brings an innate understanding of what it takes to smoothly and effectively run a dealership - and how our technology and support offerings can further that goal.

We have over 700 dealership clients, with over 28,000 employees receiving IT support from our teams. Over more than 20 years, we've come to understand the ideal practices of automotive and truck sales and service.

Helion acts as a "virtual CIO," not just providing physical technology products or software, but also the strategy and planning to tie those items together and ensure they are used optimally.

Technology moves quickly, and IT upgrades shouldn't be a one-off event. Instead, dealerships and Helion enter an ongoing partnership, with new solutions rolled out as necessary. Monitoring of systems and practices ensures dealerships stay effective and secure over time, and when it's time for the business to grow, the IT infrastructure will scale up, too.

ESSENTIAL SERVICES FOR AUTO DEALERS

There are numerous ongoing services that define dealerships' IT readiness. While some of these exist in the background, others are more noticeable. By stepping in and managing these essential functions, Helion enables dealer personnel to stop worrying about their IT and get back to what they do best – selling and servicing cars and trucks. The following are three of these important services:



Infrastructure monitoring:

When software or hardware suffers a breakdown, a dealer's business can come to a halt. Having a proactive eye on systems at all times prevents these situations from occurring. Helion keeps an eye on server operations to guard against problems and predicts future IT needs to ensure systems don't outlive their useful lifespan.



Cybersecurity protection:

Hackers today are looking for potential sources of consumer financial data or online transactional records, hoping to find and break into organizations with unprepared security teams and unguarded systems. Helion uses real-time monitoring along with a suite of anti-virus, anti-spyware and anti-malware tools to ensure dealerships don't face devastating breaches.



Vendor management:

Managing modern IT infrastructure means juggling contracts and agreements with numerous technology vendors and providers. Helion handles this process to ensure no disruptions occur, no matter how many distinct tech tools are involved. When our experts take charge of contract management, we often find ways to save money for clients.



DEPARTMENT-BY-DEPARTMENT SOLUTIONS

Rather than having universal IT solutions that affect the whole company, the average dealership boasts a host of specific solutions for each department, from service to sales, financing and beyond. By specializing in dealership operations, Helion has spent the past two decades maximizing the potential of these distinct functions, department-by-department:



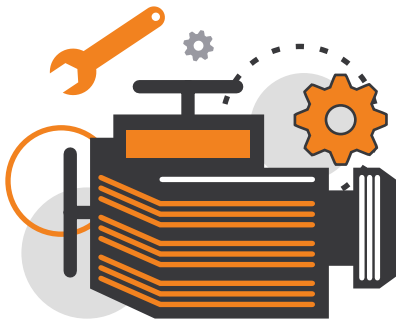
Sales:

From specific considerations such as reliable and stable software tools to universal needs including a strong internet connection, sales departments have many IT needs. When these are handled by Helion, salespeople can focus on working with customers, free of worry.



Finance and Insurance:

Finance and insurance functions such as accessing and sending secure information can be quick and painless, provided the dealership has strong and reliable IT infrastructure. Breakdowns may cause the whole sales process to slow to a crawl.



Parts:

Auto dealerships need solid connections to get the parts they need, when they need them. Whether this means simply placing a phone call or using an aftermarket software tool to interact with the vendor, Helion can ensure the department has the tools to operate successfully.



Service:

Service departments have never been more dependent on IT, with direct connections to OEM systems enabling technicians to make precise repairs. Software and underlying connections must be reliable.

IT SUPPORT SERVICES



What happens when something goes wrong with dealership hardware or software? Is the issue resolved in a heartbeat, or does it turn into a major incident, bringing work to a standstill? IT support can make the difference between these scenarios, and Helion's unprecedented industry experience makes it the top provider of tech support.

Service Desk:

When your dealership is open, so is the Helion team dedicated to resolving dealers' IT issues. From Monday to Saturday, Helion has live representatives ready to respond to any hardware or software disruption.

Field Support:

This is a service for the rare issues that can't be quickly resolved by a service desk call. Technicians are on hand to make the necessary fixes.

Project Management:

As part of Helion's proactive approach to becoming your virtual CIO, service isn't just available to resolve problems, but also to collaborate with dealers to plan for such important events as expansion, acquisition, construction or operational updates to meet OEM requirements.

CHOOSE A MODEL TO SUIT YOUR NEEDS



Helion offers options for how we can engage with your dealership. After performing our initial assessment of your dealership's technology environment, we will then provide our recommendations for how best to work together. Most of our clients opt for our Full Service IT package but in some circumstances the IT Plus model might be appropriate.

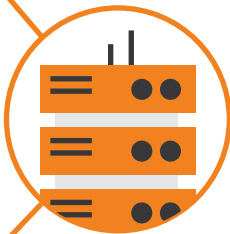
IT Plus

This is a package for companies that need extra support and knowledge to fully meet their IT needs, but want to maintain an IT department internally. In this case, Helion personnel will be on call to augment internal staff to achieve their technology goals, with a direct line to subject matter experts who can guide the company in the right direction.

Full Service IT

This is a more comprehensive suite of services, designed to ensure every software and hardware need is met both today and tomorrow. Guaranteeing all systems are current and up-to-date, rolling out software patches and watching activity in real-time are all part of this offering.

START WITH AN IT RISK ASSESSMENT



To begin improving and reinforcing their IT infrastructures, dealerships must first gauge their current level of development and preparedness. An IT risk assessment from Helion is truly comprehensive, encompassing hardware, software and more. The following are the main areas of focus:

Security:

Security tools and procedures are arguably the most essential element of IT to review. Policies, guidelines and workplace education should be up to date, alongside tech tools such as antivirus and network monitoring products.

Servers:

Servers should be configured correctly and effectively, with admin privileges only assigned to employees who truly need them.

Network:

Are the company's PCs out of date? Are the switches and other network components modern and up to professional standards?

Carriers:

Internet and phone carrier contracts should be optimized, with reliability and redundancy especially important. Current contracts may have significant room for improvement.

Wireless:

Wireless networks are essential for employee efficiency and consumer convenience. Wi-Fi should be secure and cover every part of the dealership.

Don't Continue without PROFESSIONAL IT

Dealerships that aren't up to professional IT standards may find themselves falling behind the competition. This can take many forms: Slow Wi-Fi connections could stymie information lookups on the sales floor or in the service department. A data breach due to outdated systems or missing staff knowledge may cause untold financial and reputation damage. A lack of

reliable internet or phone service may drastically slow the process of sending information in financing departments. An IT outage may effectively close the dealership for hours or longer.

Counteracting any of these mishaps is a role for a virtual CIO. Helion provides the exact coverage and upgrades a dealership needs to stay competitive.

The process of improving IT begins with an assessment. This process may expose long-ignored issues or proactively address impending problems. In any case, it's an essential first step - **sign up for an assessment from Helion today.**



SIGN UP TODAY
For your assessment

The logo for Helion Technologies, featuring the word "HELION" in a stylized, white, sans-serif font. The letter "O" is replaced by three vertically aligned dots. The background of the top half of the page is a dark, high-contrast image of a road at night, with light trails from a car's headlights and taillights creating a sense of motion.

HELION

🖱️ heliontechnologies.com

☎️ 443-541-1500

f facebook.com/heliontech

🐦 twitter.com/heliontech

in linkedin.com/company/helion-technologies/