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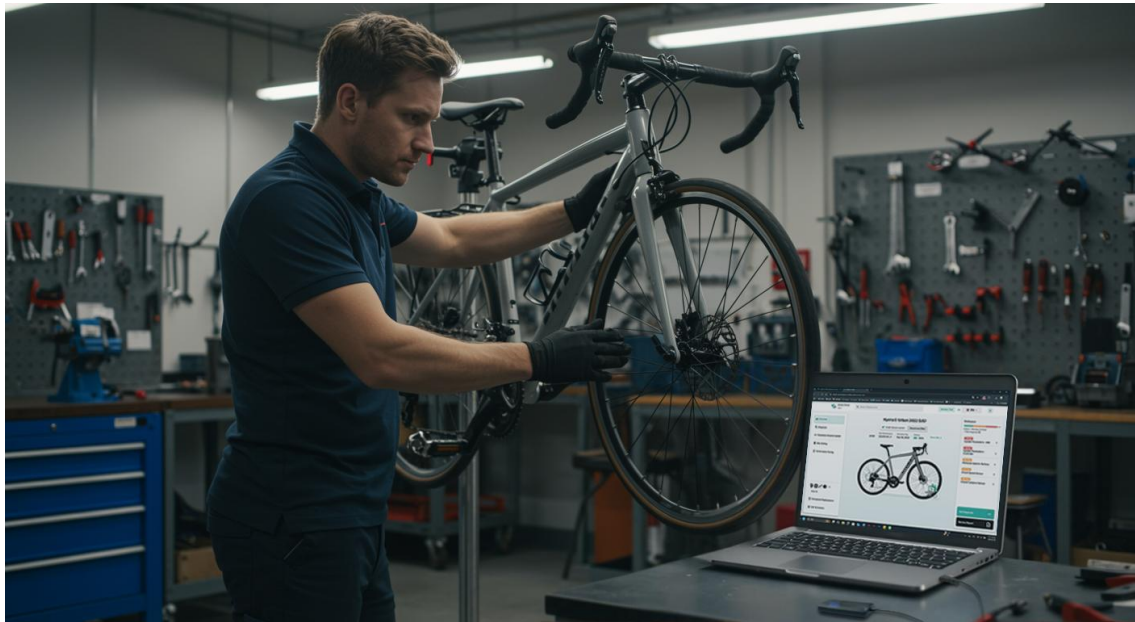
17 March, 2025



FOR IMMEDIATE RELEASE

Hyena Launches New Dealer Portal to Streamline E-Bike Services

A Smarter Service Platform Now Empowering Bike Shops Worldwide.



Taipei, Taiwan. – Jan 2025 – Hyena, Taiwan’s leading e-bike drive system provider, introduced its new Dealer Portal in December 2024—a unified platform designed to enhance aftermarket services and diagnostics for e-bikes equipped with Hyena Drive Systems. Since its launch, the portal has supported over 10,000 dealers worldwide, delivering an industry-leading solution that streamlines maintenance, parts management, and technical support. Tailored exclusively to Hyena-powered e-bikes, this platform showcases cutting-edge software innovation—setting a new standard for dealer efficiency few competitors can match—and will make its public debut at the 2025 Taipei Cycle Show.

Simplifying E-Bike Service for Bike Shops

For traditional bike shops accustomed to mechanical repairs, servicing e-bikes with electronic drive systems can be daunting. The Dealer Portal addresses this by integrating previously separate tools—the Hyena Service Tool for diagnostics, a web-based claims and orders platform, and scattered support resources like troubleshooting

guides and videos—into one intuitive hub. Its three core pillars—the upgraded Service Tool, a comprehensive Knowledge Base, and a streamlined Claim & Order System—enable dealers to master e-bike maintenance with ease and speed.



Smarter Tools for Faster Diagnostics

The revamped **Service Tool** stands out with smarter capabilities and a user-friendly interface. *“Efficiency and precision are key to supporting our dealers,”* said Jovi Kao, Software Lead at Hyena. *“We’ve listened to the market to refine this tool, so when a dealer connects an e-bike to their computer, the entire drive system’s status is instantly clear—any issue can be resolved in record time.”* Its task-oriented workflow guides users through full diagnostics, prioritized tasks, and custom tuning, while a powerful search bar syncs with the Knowledge Base for instant troubleshooting solutions.

The **Knowledge Base** consolidates all Hyena e-bike resources—error codes, FAQs, tutorials, manuals, and assembly videos—into an easily navigable library, accessible anytime. The **Claim & Order System** simplifies warranty and parts requests, connecting dealers to Hyena’s local service centers in North America, Europe, Japan, and Taiwan. Tied to the Hyena Digi-Ecosystem, this cloud-based platform ensures full traceability from manufacturing to assembly, delivering real-time updates, reduced errors, and seamless data integration for a more reliable experience.

Hyena stands out as one of the e-bike drive system industry’s most dedicated players in software development. Through ongoing dialogue with the market and a focus on user experience, Hyena ensures its solutions not only simplify aftermarket support but also instill confidence—offering dealers clarity, speed, and a platform that evolves with every Hyena-powered e-bike on the road.

For more details, visit [Hyena's Website](#).