



Case Study: Remote diagnostics

Customer: OMET

Country: Italy

Solution: Ewon Flexy



Benefits

- Remote support efficiency
- Broad connectivity and compatibility
- IIoT and predictive maintenance enablement
- Certified Industrial-Grade Cybersecurity



"Ewon products are easy to deploy, and we connect even older machines without changing a single line of PLC code."

- **Michele Spreafico**, Service Manager - Tissue Division at OMET

How OMET uses Ewon Flexy to revolutionize remote support and IIoT integration

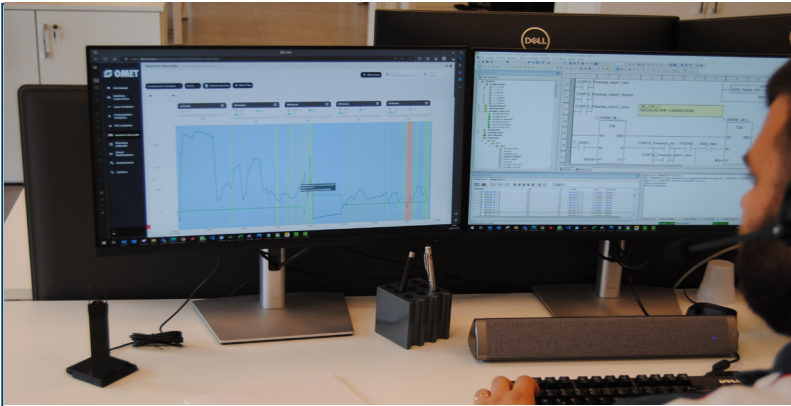
OMET, a global leader in printing and converting machines for labels, packaging, and tissue, needed a smarter way to support its growing international customer base. With thousands of machines in operation worldwide, traditional on-site service models were proving slow, costly, and unsustainable.

To meet this challenge, OMET turned to Ewon Flexy, a remote access and data gateway from HMS Networks, supported locally by EFA Automazione. What began as a service upgrade evolved into a full digital transformation.

Ewon Flexy: one gateway, endless possibilities

OMET began deploying Ewon remote access solutions in 2012. By 2014, Ewon Flexy had become the standard gateway across all new machines. The choice was clear: Ewon Flexy offered a powerful, secure, and flexible platform for industrial connectivity.

'We connect even older machines—some from the early 2000s—without changing a single line of PLC code', says Michele Spreafico, OMET Service Manager – Tissue Division.



OMET's engineers leveraged Ewon Flexy to develop advanced IIoT applications, including trigger-based email alerts, real-time tag monitoring, cloud data publishing, and protocol conversion from legacy serial formats to modern standards.

A dedicated remote service team powered by Ewon Flexy

As OMET's installation base expanded, the company launched "Galileo," a dedicated remote service team. Starting with a single technician, it has grown into a full team of four remote support technicians based in Italy, with additional support from colleagues worldwide. They now manage more than 1,000 connected machines, most equipped with the latest Ewon Flexy 205 model.

Ewon Flexy stands out for allowing engineers to perform diagnostics, replicate issues, adjust parameters, and push updates—all without interrupting production or blocking operator access.

Cybersecurity that goes beyond the basics

Cybersecurity is a key concern in industrial environments. HMS Networks meets the challenge with ISO 27001 certification, offering security that goes beyond industry claims.

"With over 500,000 devices in operation globally, we rely on Ewon not just for performance—but for trusted, certified security," says Alessandro Chiodi.

Enabling predictive maintenance with collected data

Beyond remote service, Ewon Flexy enables advanced data-driven applications. OMET leverages the gateway to collect operational data for use in "Sfera", its proprietary IIoT platform.

Sfera uses machine data to:

- Track KPIs like torque, current, and temperature
- Feed into a CMMS (Computerized Maintenance Management System)
- Enable predictive maintenance and failure detection through trend analysis

OMET is also developing a ChatGPT-powered assistant integrated with Sfera, enabling users to query production data using natural language—bypassing dashboards and complex reports.

"Today, 86% of service operations are handled remotely, saving significant time and money."





Since the latter half of the 20th century, OMET has built a reputation as a key player in the printing industry, with machines sold worldwide. Thanks to Ewon Flexy, the Italian company is now able to offer improved customer service while reducing costs.

Strong Technology, Strong Partnership

While Ewon Flexy offers a powerful technical foundation, OMET credits EFA Automazione for responsive local support and customization.

“The products are easy to deploy,” says Michele Spreafico. “But when we face a unique challenge, EFA Automazione delivers fast, effective solutions. That partnership is essential—and it’s the same level of service we aim to provide our own customers.”

The adoption of Ewon Flexy has fundamentally changed OMET’s approach to customer service—from reactive, on-site support to fast, data-driven remote assistance and predictive maintenance. The result: improved machine uptime, reduced service costs, and a future-ready digital infrastructure.

More about OMET

Founded in the 1960s in Lombardy, Italy, OMET manufactures and exports printing and converting machines to more than 80 countries. The company is a leader in its industry.

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Learn more on www.hms-networks.com

Integrate and visualize machine data to gain valuable information and insights into your equipment, whether it’s PLC-based machines, systems, sensors or other industrial devices. This can be done by using Ewon’s full featured dashboards, or by seamlessly providing data to a wide range of third-party applications

