



3 April 2019

## **APPOINTMENT: TUGDUAL LE BOUAR, age 49, Marketing Director of the Berger-Levrault Group, has been appointed to lead CARL Software, as MANAGING DIRECTOR.**

Reporting to **Pierre-Marie Lehucher** (Chairman and Chief Executive Officer), **Tugdual Le Bouar** will direct and boost the French and international development of CARL Software, France's leading provider of technical asset management and maintenance management solutions (TAM/CMMS). He is also Product Marketing Director of the Berger-Levrault Group, to which CARL Software has belonged since 2018.



Tugdual Le Bouar holds a **doctorate in physical sciences and is a graduate of the École Polytechnique in Paris**. He started his career in 1997 at Motorola and then Freescale on operational management assignments; he then joined CGG in 2008 to take charge of the group's transformation and a few years later to head one of its business units.

He joined the Executive Committee of Berger-Levrault in 2018, as Marketing and Product Development Director, tasked with consolidating and streamlining the group's portfolio of products and services.

As a key player in the group's strategic development, and being fully conversant with the technological environment, he will lead CARL Software in achieving the following objectives:

- Take the company from its position as French market leader, to become a leading international supplier of CMMS and TAM software for all sectors of activity (industry, transport, real estate, local authorities, water, healthcare, etc.). CARL Software will build on the Berger-Levrault Group's international presence, particularly in Canada, Spain and Morocco, to rapidly strengthen its position beyond its offices in Belgium and Italy.
- Boost innovation by drawing on synergy with the Berger-Levrault Group's technological expertise to help CARL Software stay ahead of major developments in the sector (industry of the future, smart cities and buildings, etc.).

# 2018, a year of positive transition for CARL Software

In May 2018, the Berger-Levrault Group announced the acquisition of CARL Software, specialised in technical asset management and maintenance management (CMMS / TAM).

Tugdual Le Bouar looks back on this operation: *“A change of ownership is often marked by a decline in activity. In the case of CARL Software, however, the integration of its team into the Berger-Levrault Group has already produced measurable positive effects!”*

## A stronger R&D dynamic

*“For the past 10 months, the CARL Software and Berger-Levrault teams have been working to share their know-how and pool their resources and expertise in all areas.*

*In R&D, these exchanges have enhanced the new [CARL e-Twin](#) concept, which offers a ‘digital twin’ of equipment, real estate and infrastructure assets, and enabled us to enrich CARL Software's ambitious strategy with its five areas of innovation: connected objects (IoT) and predictive maintenance, automatic learning (artificial intelligence), energy management, geographic information systems (GIS) and building information models (BIM).”*

## Brisk business in 2018

In 2018, CARL Software recorded an exceptional increase in the number of new orders, with nearly 80 new clients across all fields of activity and a particular breakthrough in the industrial sector. *“Drawing on synergies with the international entities of the Berger-Levrault group, approximately 30% of orders came from customers outside France. We have won market shares in Italy (revenue up 44% compared to 2017), Spain (up 50%), as well as a significant contract for the city council of Pointe-Claire in Canada”,* Tugdual Le Bouar explained.

For Tugdual Le Bouar, 2018 also testifies to the central role of product innovation as a driver of growth:

*“Mobility is a good illustration of this: in 2018, more than 60% of our new customers purchased the CARL Touch mobility option at the outset of their project. Likewise, CARL Flash, our new user-oriented mobile application, launched in 2018, has hit its mark, gaining dozens of customers in all areas of activity and in numerous countries.*

*In 2018, we also observed increasing market interest in major innovations that we have been working on with our customers and research partners, such as BIM (building information modelling)<sup>1</sup>, the IoT and artificial intelligence<sup>2</sup>.*

*Also of note in 2018 is that sales of hosted solutions have taken off. Our SaaS solution, CARL Cloud, is gaining popularity among customers, recording growth of 75%”.*

---

<sup>1</sup>Following on from work in collaboration with HCL (Lyon hospitals) and SIAAP (waste water authority for the Paris metropolitan area), a new BIM function, focused on the operational management of real estate and infrastructure, is being added to CARL Source and will be presented in spring 2019.

<sup>2</sup>CARL Software is working to develop a technical platform for assets that will combine business processes, big data and artificial intelligence. An essential building block for projects relating to industry 4.0, smart buildings and smart cities, this platform will provide new services such as predictive maintenance of an entire installation, maintenance assisted by augmented reality, and so on.

## **About CARL Software – Berger-Levrault**

CARL Software, with over 30 years of expertise in equipment and asset management, has Europe's largest team of CMMS and TAM specialists, backed by a worldwide network of distributors.

Its CARL Source software is available in five industry-specific variants, and can be combined with CARL Touch, a mobile CMMS solution for field technicians and stock managers, and CARL Flash, a mobile application for service requests from all categories of user.

The CARL Source CMMS and TAM software meets the needs of all sectors:

- Manufacturing and process-based industries: CARL Source Factory
- Facility and equipment management: CARL Source Facility
- Management of equipment, facilities, networks, etc. for local authorities: CARL Source City
- Passenger transport, for the management of rolling stock, infrastructure, networks, linear assets, and so on: CARL Source Transport
- Management of buildings, technical and biomedical equipment for hospitals: CARL Source Healthcare

CARL Software joined the Berger-Levrault Group in May 2018.

A subsidiary of the Accueil Group, Berger-Levrault publishes software and regulatory content on an international scale. According to the 2018 EY and Syntec Numérique report, it is the ninth-largest publisher in the sector. It is a major player in services to citizens and regional administration, providing support to local public bodies and the healthcare, medico-social, education and business sectors, through its specialist solutions that combine advice, software packages, sector-specific content and services. Berger-Levrault aims to enable users to benefit from the enormous potential of digital technology through service platforms.

With more than 51,000 customers and over 1,700 staff in France, Spain, Canada and Morocco, the Group offers its customers strategic support in their digital development, at a time when public data is being made openly accessible on a massive scale.

In 2018, the Berger-Levrault Group (which has its head office in Boulogne Billancourt) generated revenues of €160 million (up 10% on 2017), of which 20% outside France.

### **Press contact: Agence Abrasive**

Karine Michaud: +33 6 50 61 06 64 / [contact@abrasive.fr](mailto:contact@abrasive.fr)

Stéphanie Kry: +33 4 26 02 92 32 / [stephanie@abrasive.fr](mailto:stephanie@abrasive.fr)