

Pierre–Albert Carlier

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National & international mobility

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CIO for 25 years (inc. 15 with the Louis–Vuitton Group)

IS consultant – Executive interim CIO

Values

Creativity, organisation, realism
Value added for the business
Actual usage of solutions delivered
Knowledge transfer, empowerment of teams

Expertise

Luxury, retail, omnichannel
Large projects, strategy
Integration, convergence
International / Multi–brands contexts

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Since January 2014

- **Type of engagements**
 - CIO coaching, executive interim CIO
 - IS Strategy
 - Programme management
 - Call for tender management
- **Main engagements** (national and international)
 - Clients
 - Louis–Vuitton Malletier, Sephora, Chaumet (LVMH Group)
 - Richemont Group (Luxury)
 - Beauty Success (Retail, franchise)
 - Artcurial (Auctions)
 - CGI (System Integrator), SAP (Editor)
 - Transdev (Transport), Eni (Industry)
 - Imperial Tobacco (Industry, UK), Diam International (Industry)
 - Place Pour Tous, Cisel IT, Takinoa, Assouline, Groupe Byzance
 - Examples of engagements
 - Transition management
 - Strategic planning & IS Strategy
 - Audit, benchmark, recommendations
 - Commercial development advisory
 - IS dept. organisation advisory
 - AMS advisory (inc. call for tender mgt.)
 - CIO coaching
 - Programme mgt Europe (6 countries)
 - Global outsourcing contract (50 countries) advisory and expertise
 - ERPs readiness assessment
- **IS&T expertise**
 - CIO's missions, IS&T dept. organisation
 - Outsourcing
 - Suppliers management, IS&T sourcing & purchasing
- **Functional expertise**
 - Luxury, retail
 - International, off–shore

Louis–Vuitton Group (LVMH)

1998 – 2013

Watches and Jewellery – Chief Information Officer

[01/2010 – 12/2013]

- **Scope:** Bvlgari, TAG Heuer, Hublot, Zenith, Chaumet, Fred, DeBeers, 20 subs., TO 2.5 B€
2013 Budget: 10 M€ (Capex) and 58 M€ (Opex), 150 FTE internal, 120 FTE external
- **Responsibilities:** assess the needs with the C–level, develop the IS roadmap ensuring the proper contribution to the business, co–ordinate the Brands initiatives between themselves and with the Group, manage the liaison Brands/Subsidiaries, manage the risks, control the implementation of the internal control policies, coach the CIOs, manage transitions, develop the human capital

- Main achievements
 - Executive Committees (Division and Brands level)
 - Digital & CRM coaching for the President, several studies done in that field
CIO coaching
 - Integration of Bvlgari (organisation, finance, IT)
 - Identification/launch of front-office projects (retail, sell-out, sales force, clienteling, CRM)
Implementation of an e-customer service solution (TO 2 M\$ in the US)

Deputy CIO LVMH Group (Projects and Governance Director) [01/2008–12/2012]

- Scope: the whole Group, Budget: 90 M€ (Capex) and 370 M€ (Opex), 1000 FTE approx.
- Main achievements
 - IT purchasing role creation: negotiation with the suppliers (1,5 M€ recurrent annual savings since 2009), management of the compliance reviews (SAP, IBM)
 - Global SAP support and maintenance outsourcing (27 M€ initial contract, annual cost decrease of 25%). Extension of this contract to other technologies
 - Group CIO monthly reporting – Group CIO Representative on major projects

Watches and Jewellery – Chief Information Officer [06/2000–12/2007]

- Scope : 7 brands, 20 subsidiaries, TO from 300 M€ to 1,0 B€
- Main achievements
 - Subsidiaries back-offices consolidation. Launch of new ventures, divestments (Ebel, Omas)
 - Implementation of the President dashboard (Cognos) & consolidation/reporting system
 - Several implementation of SAP in the Brands (Chaumet, Fred, LAH, DeBeers) and subsidiaries (US, CA, FR, DE). 1st SAP roll-out in Japan in the Group
 - Direct management of the SAP team (2004–2007): 7 internal consultants
 - Direct management of Asia-Pacific (2005–2007): CN, TW, HK, SG, MY, IN, AU
 - **Executive interim CIO for Zenith** (2005–2007): disaster recovery plan, BI, customer service, ...

Deputy CIO LVMH Group (International Projects Director) [04/2000–12/2001]

- 1st IS budget consolidation (2000), costs containment programs, audits
- **CIO for the auction business** (3 Brands, divested in 2002)
In charge of the Watches and Jewellery Division from its creation (May 2000)

Guerlain – Chief Information Officer [07/1998–03/2000]

- Scope: HQ-plants-warehouses, 12 subsidiaries, budget: 12 MF (Capex) and 24 MF (Opex)
- Main achievements: IS dept. reorganisation and merge of the previous 2 dept., Y2K and Euro transition (JDE and BPCS central systems, all systems in the subsidiaries)

Previous experiences [07/1983–07/1998]

- Senior Manager – Ernst & Young [06/1995 – 07/1998] – Sema Group [09/1992 – 06/1995]
Outsourcing advisory services and international engagements
- CIO – Banque de la Cité (BNP-Paribas subsidiary) [03/1986–08/1992]
- Project manager (several jobs) and national service [06/83–02/86] – Teacher CNAM [91–96]

Languages – Education – Miscellaneous

- English (fluent, 2 years in the UK), Spanish and German (notions)
- LVMH Senior Executive Forum: Leadership, The art of luxury branding
- CNAM Engineer [1990] – IS&T BTS [1983] – Bac (scientific option) [1981]
- Trail running – Trekking – Travels – Motor biking – Sailing – Skydiving – Climbing