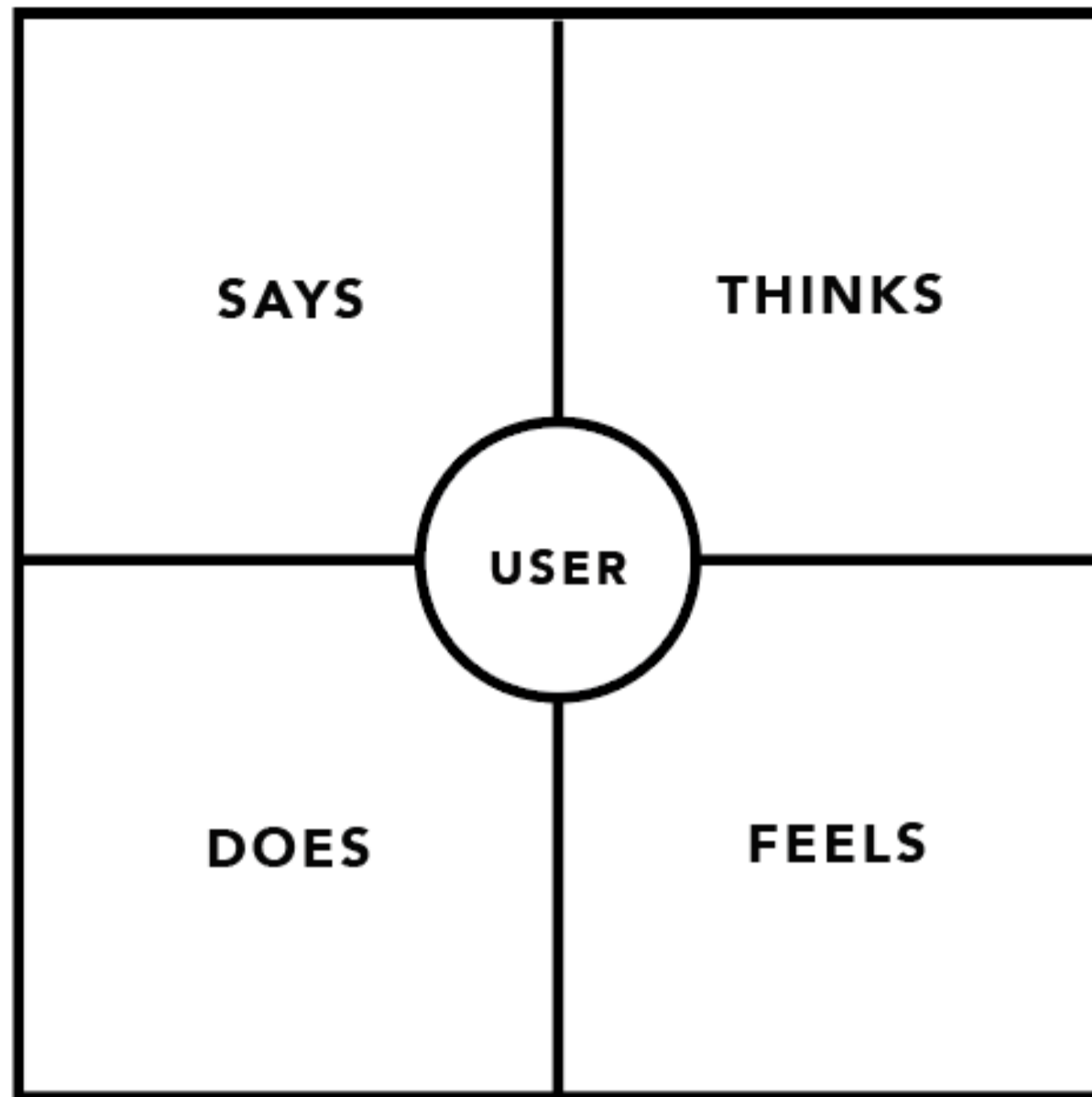
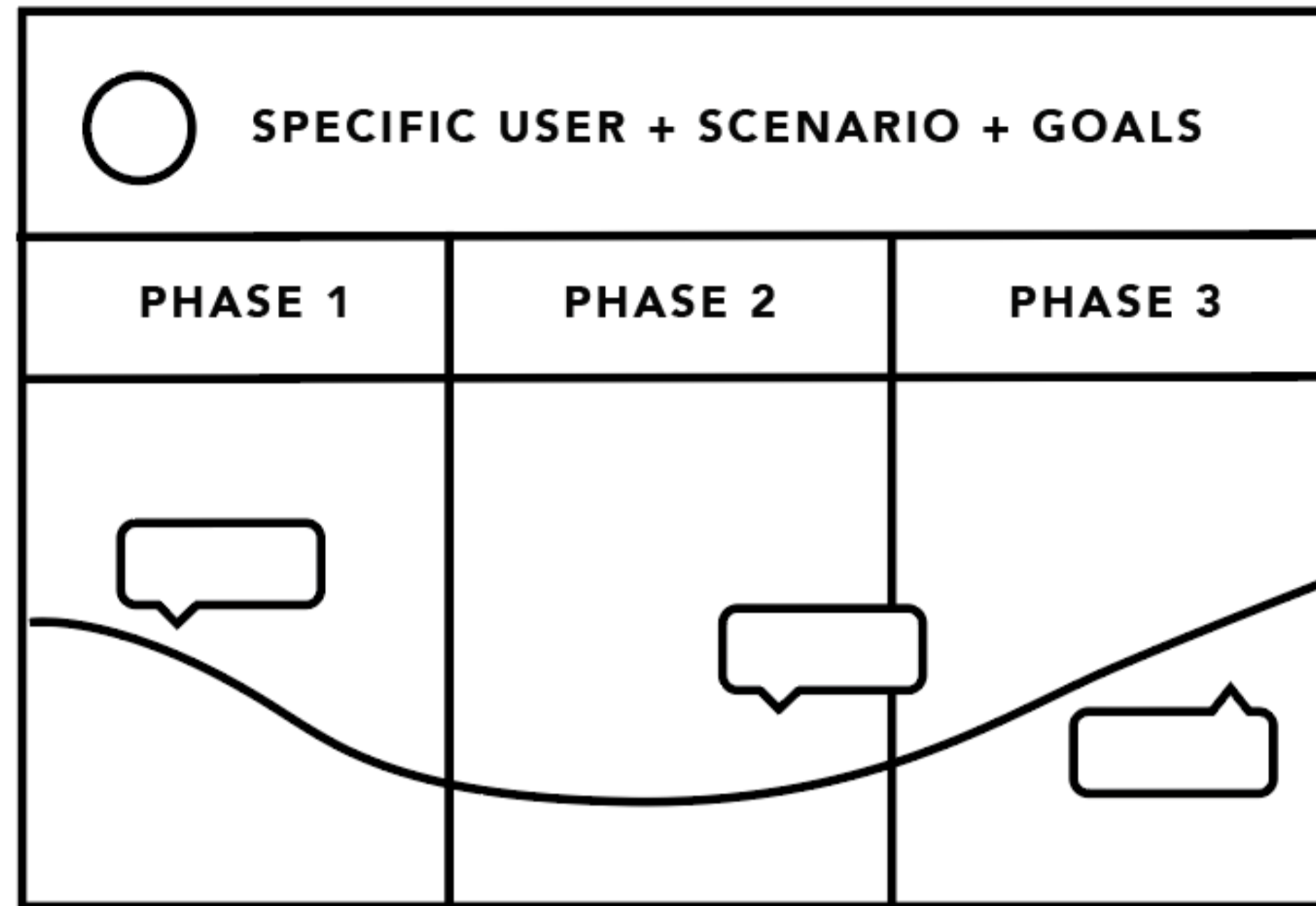


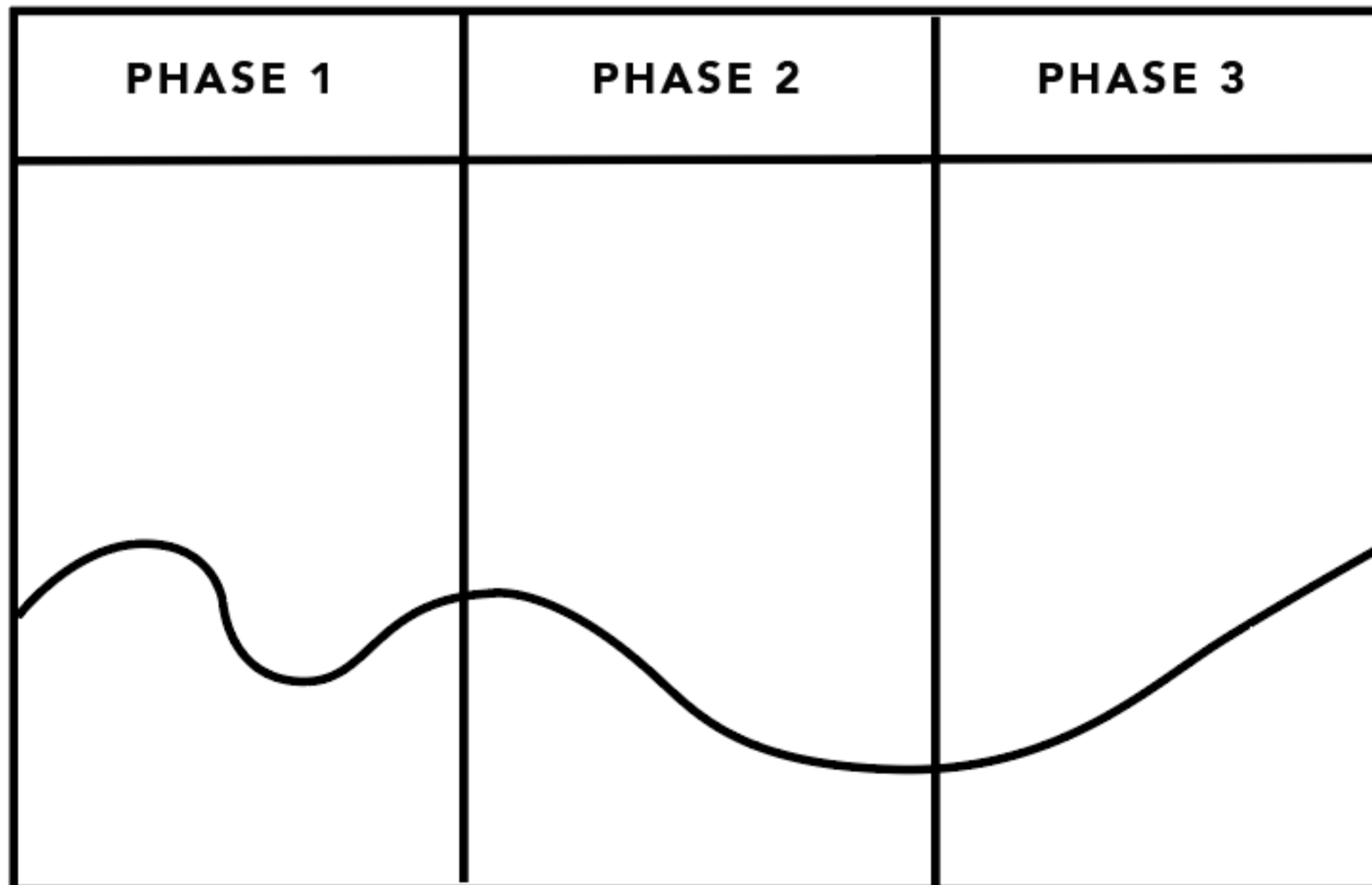
EMPATHY MAP



CUSTOMER JOURNEY MAP



EXPERIENCE MAP



SERVICE BLUEPRINT

