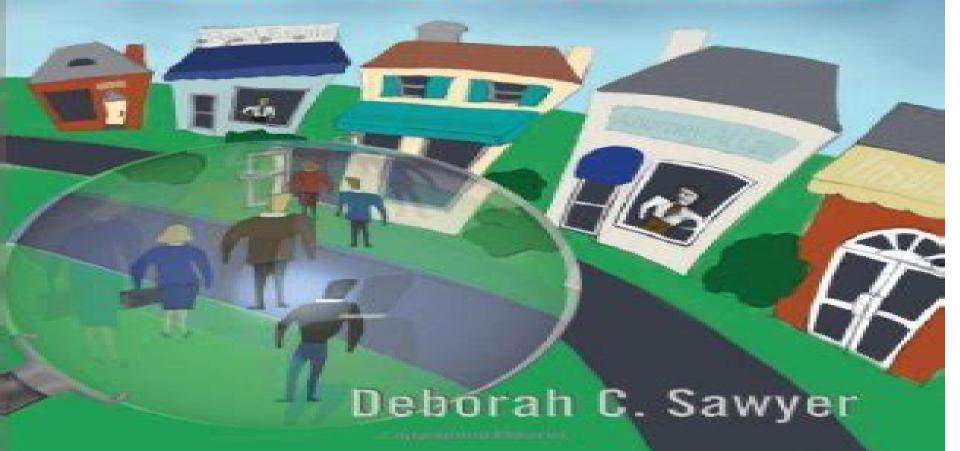


Competitive Information Strategies, Solutions and Success Stories for Service Businesses



**Guillaume Favre** 

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