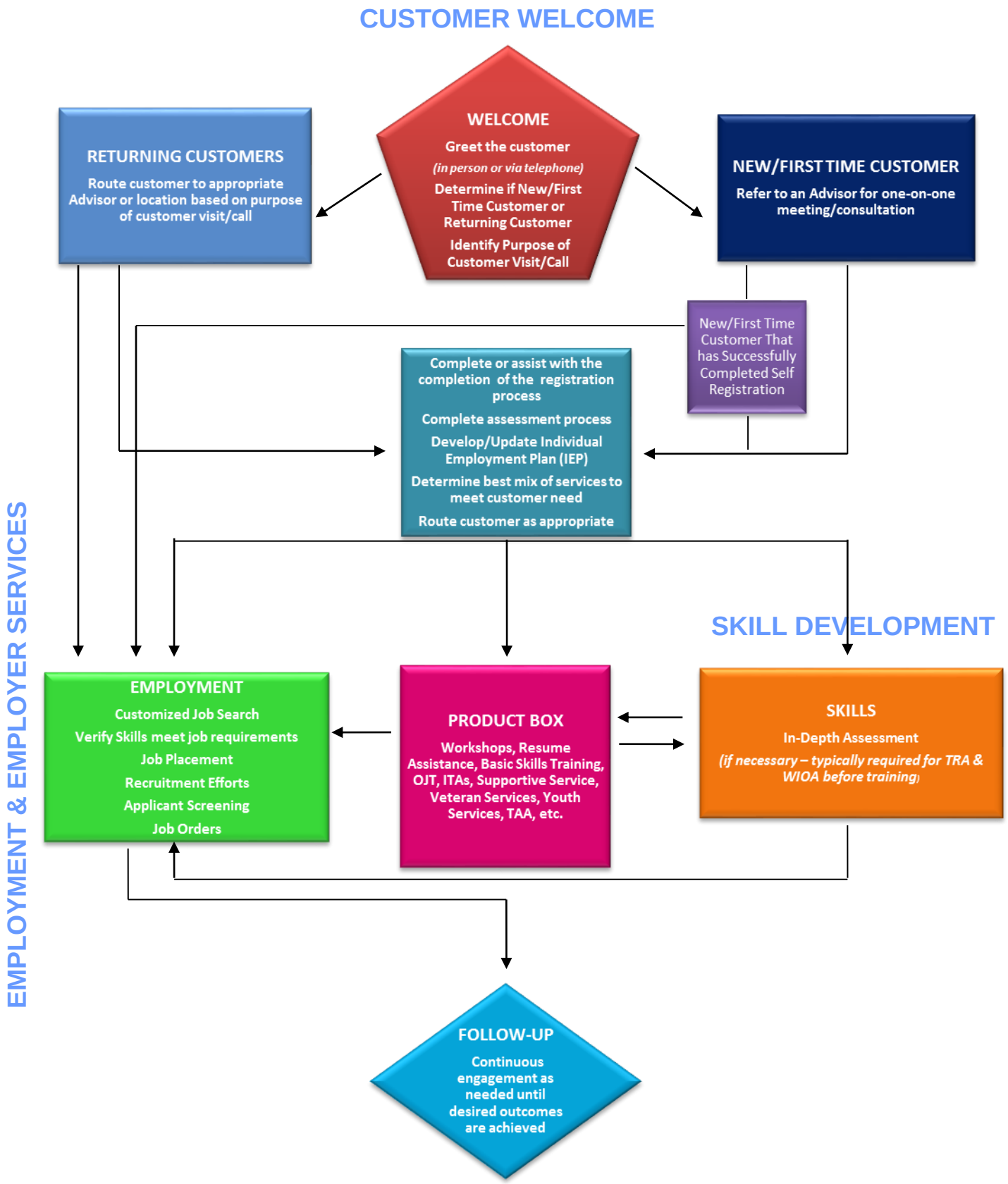INTEGRATED SERVICE DELIVERY (ISD) CUSTOMER FLOW