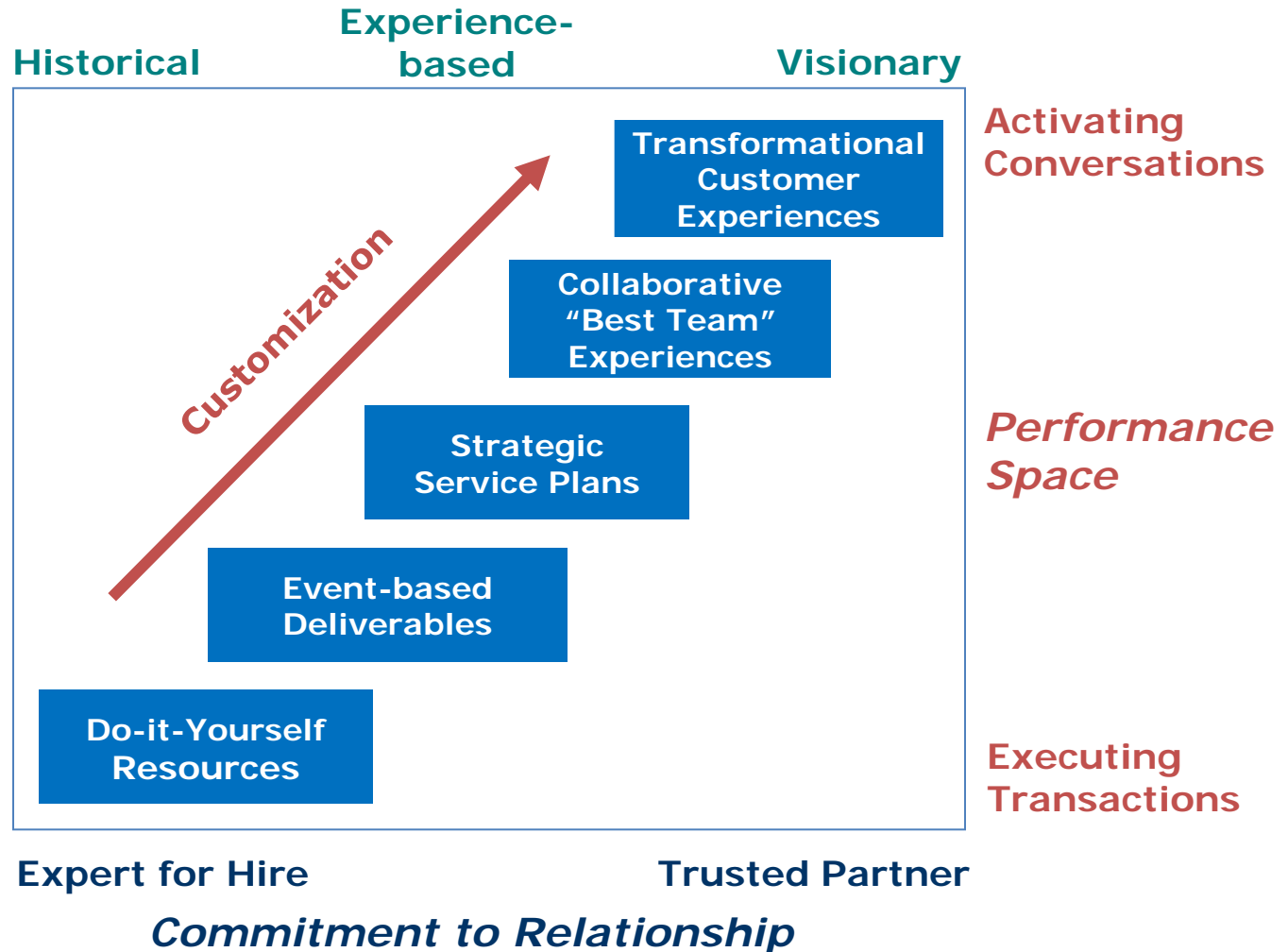


Progression of Economic Value for Professional Services

Differentiating the Customer Experience

Industry Insight and Perspective



Bob Dean
March 2011