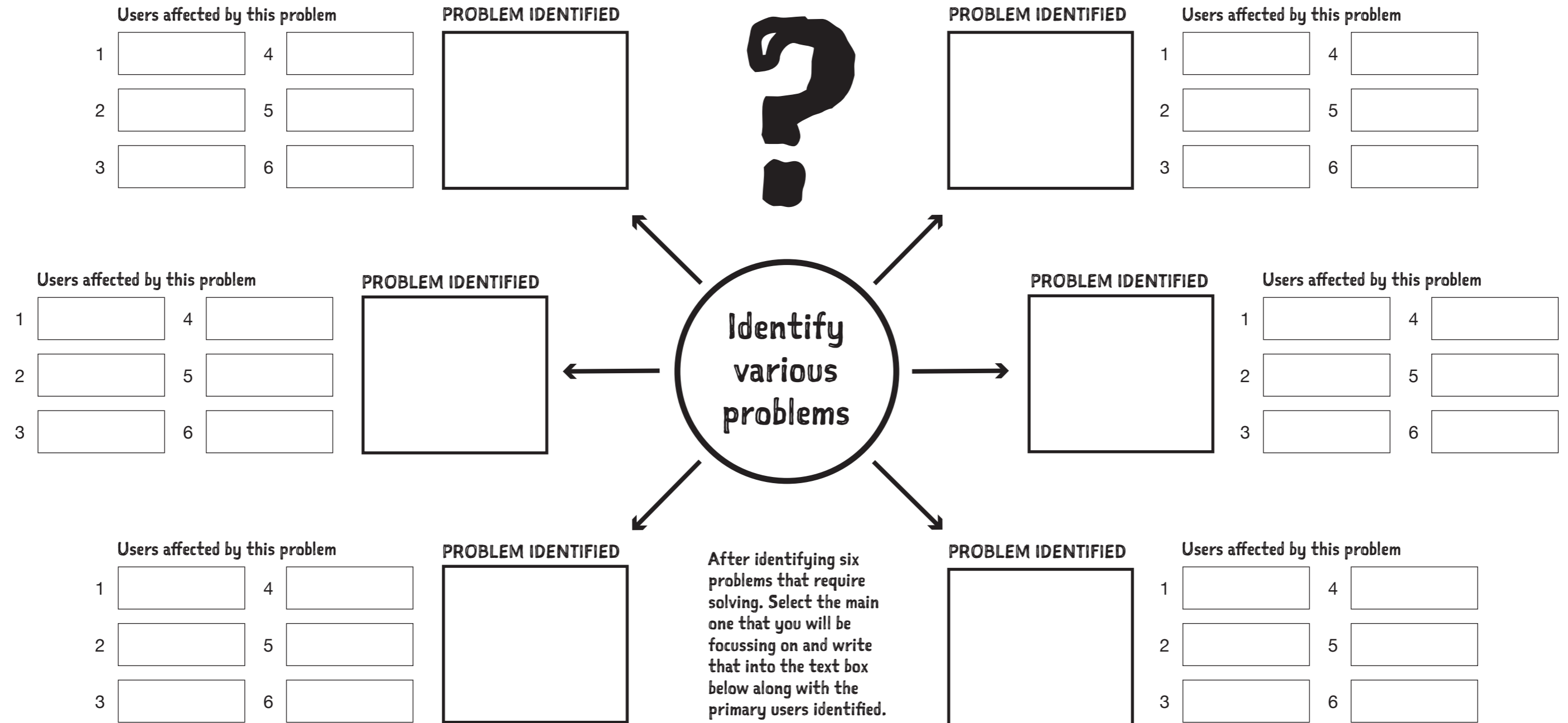


DEFINING THE PROBLEM



MAIN PROBLEM IDENTIFIED

PRIMARY USERS