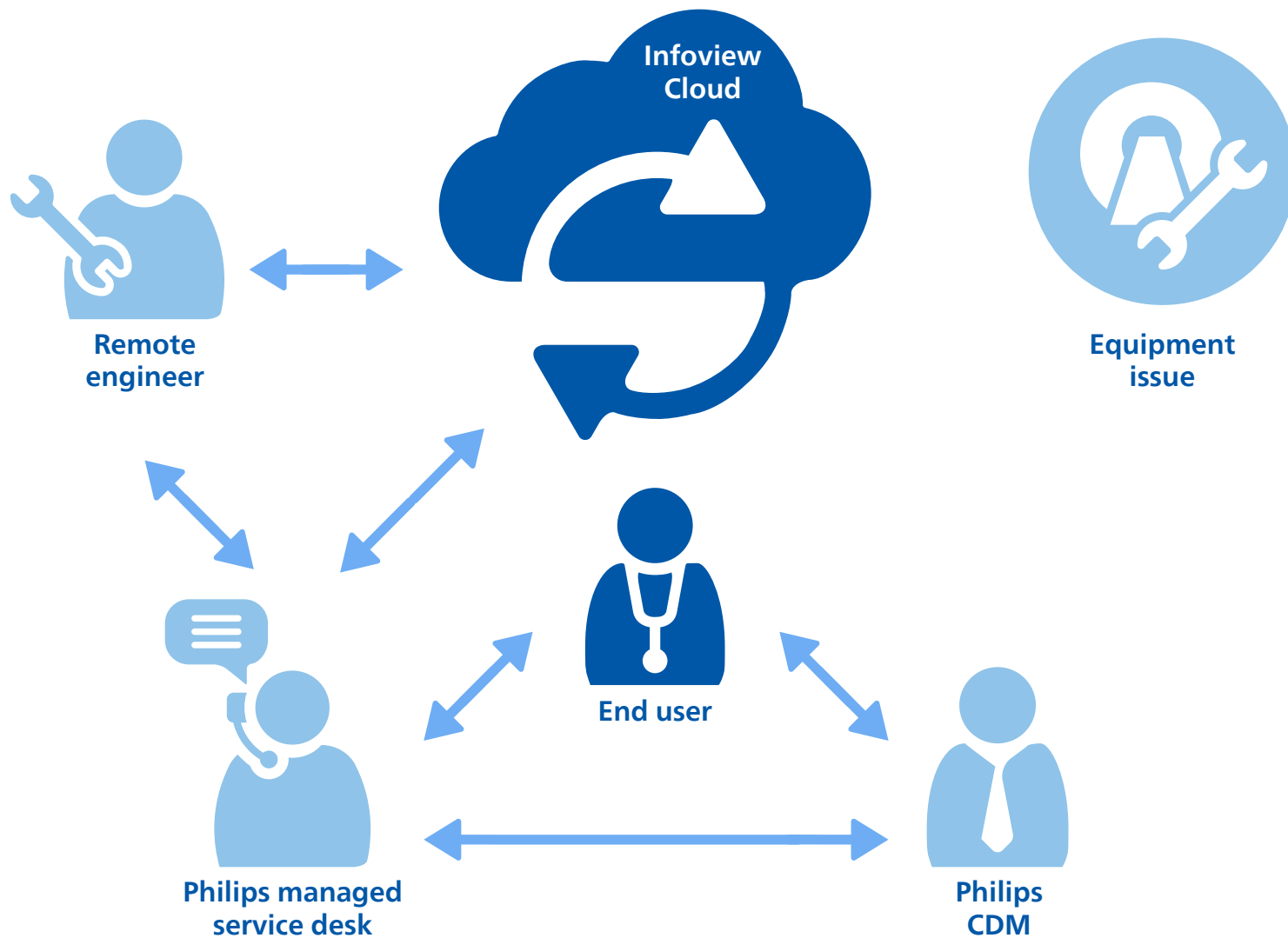


Issue Resolution Process



Managed Service IT System



Performance dashboard



Philips engineer



Service Provider



Service Provider



Service Provider