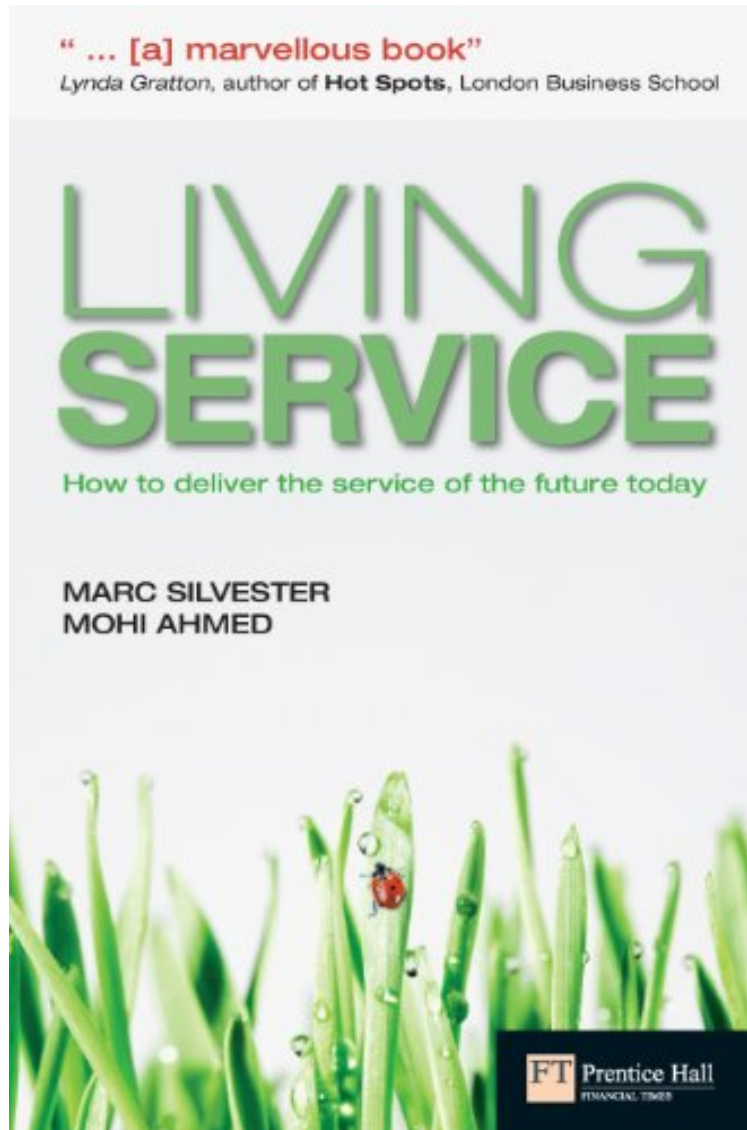


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## Living Service: How to deliver the service of the future today (Financial Times Series)

*Marc Silvester, Mohi Ahmed*

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