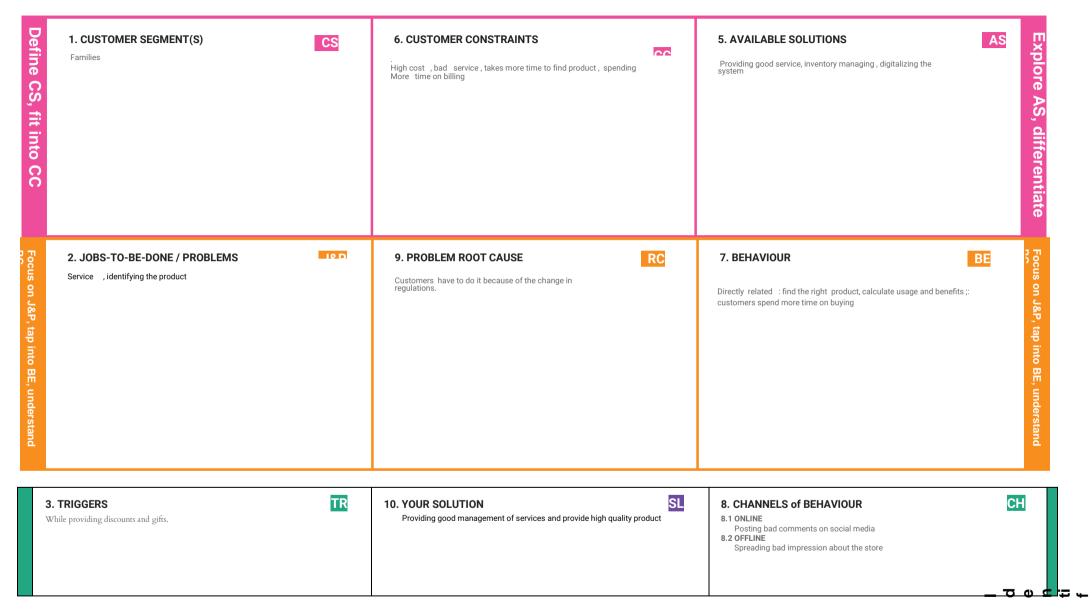
Project Design Phase-I - Solution Fit Template



4. EMOTIONS: BEFORE / AFTER	EM
Before: no confidence on the service After: confidence over the service	