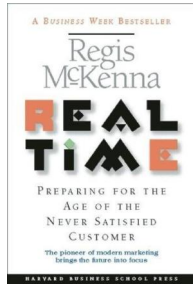


## Real Time: Preparing for the Age of the Never Satisfied Customer



### Book Review

This is basically the finest publication i actually have go through till now. We have read and i also am confident that i am going to likely to read through again once more in the foreseeable future. It is extremely difficult to leave it before concluding, once you begin to read the book.

(Prof. Adell Lubowitz)

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