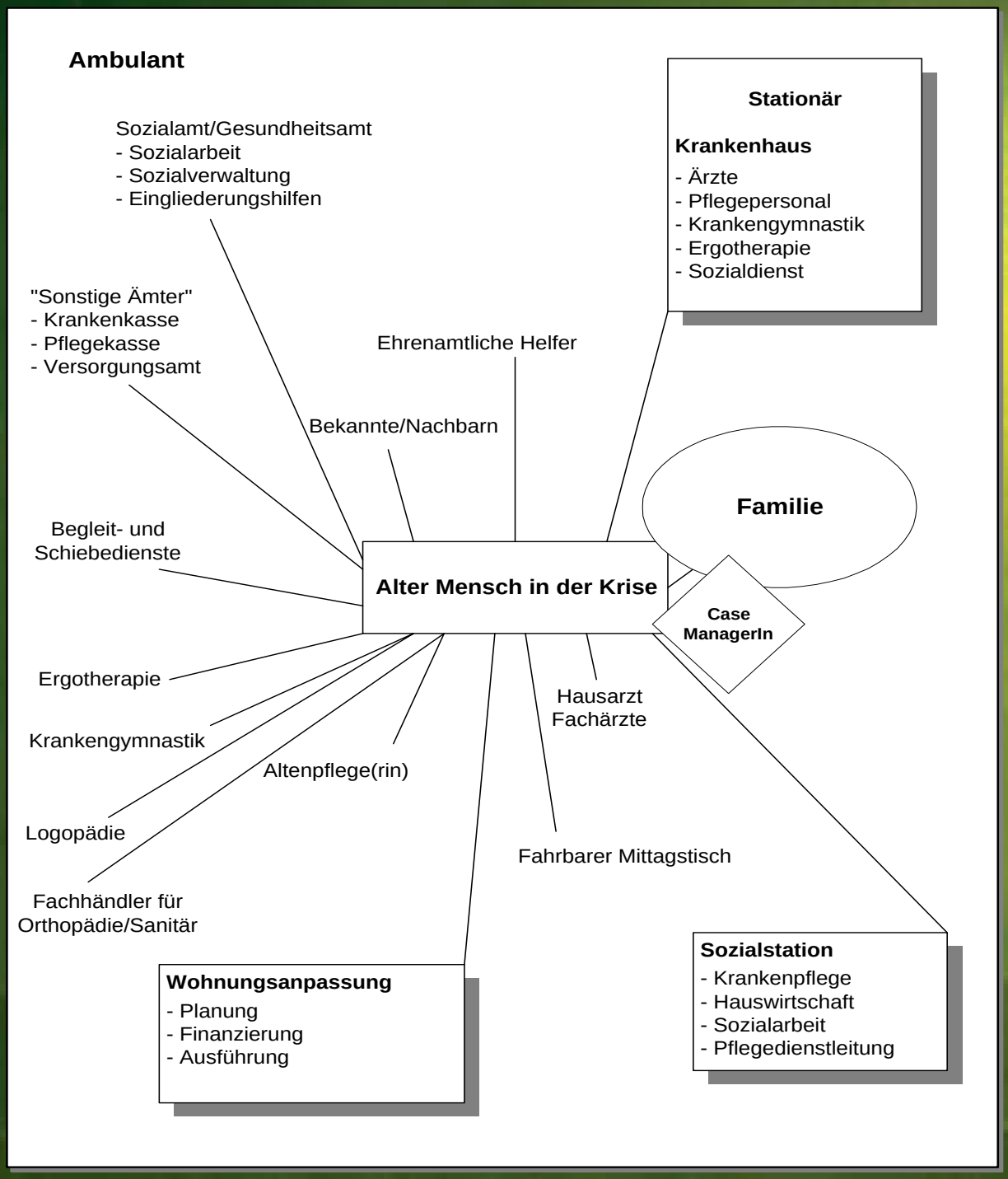Case Management
Komplexität des Hilfesystems