



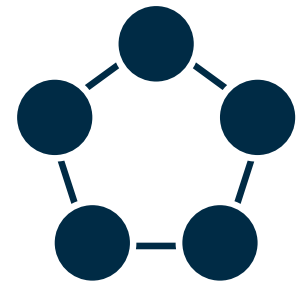
**T&L industry
outlook**



**Technology
trends**



**Customer
trends**



**New business
models**