

Figure 3: Percent of Outsourced Shared Operations

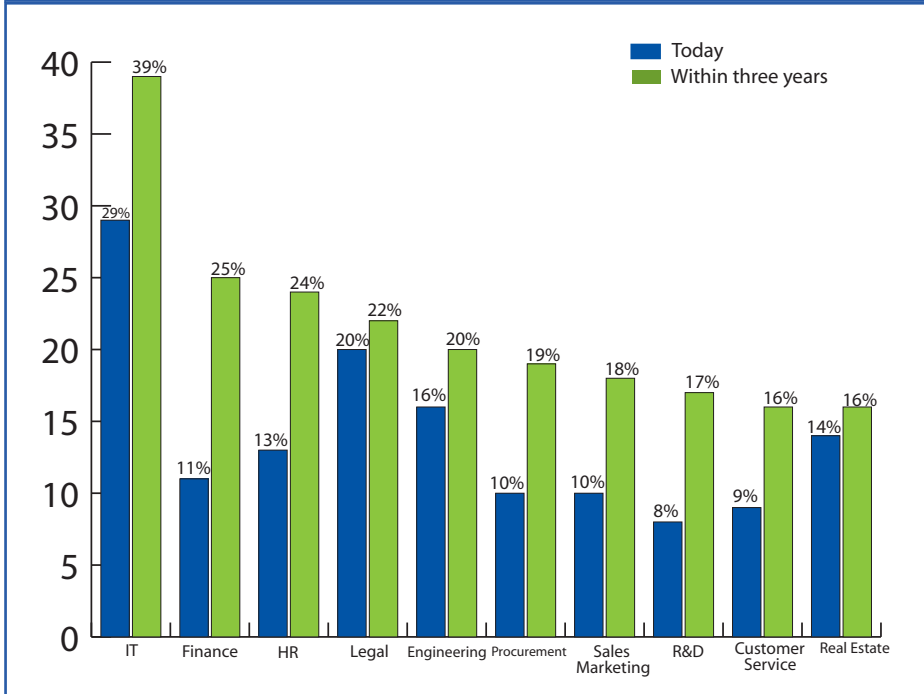


Figure 4: Operational Models for SSO

