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### *Case Study 2: Ginormous Life Insurance Company*

Len Fertuck, University of Toronto (Canada)

### *Case Study 3: Analysis to Interface Design—The Example of Cuparla*

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*Case Study 4: Citibank Asia-Pacific: Rearchitecting Information Technology Infrastructure for the Twenty-First Century*

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*Case Study 5: Heineken Netherlands B. V.: Reengineering IS/IT to Enable Customer-Oriented Supply Chain Management*

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