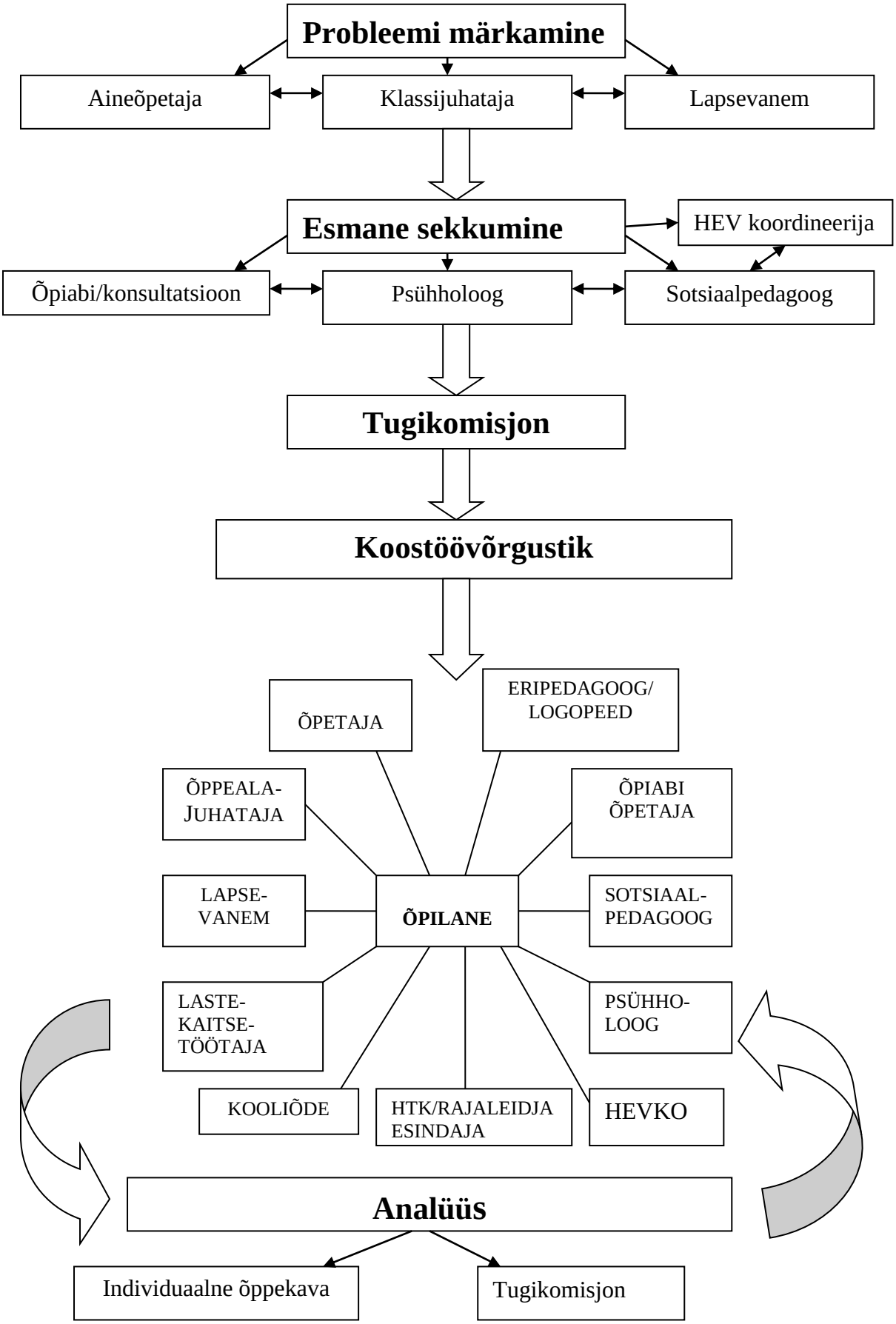Tugisüsteemi rakendamise protsess