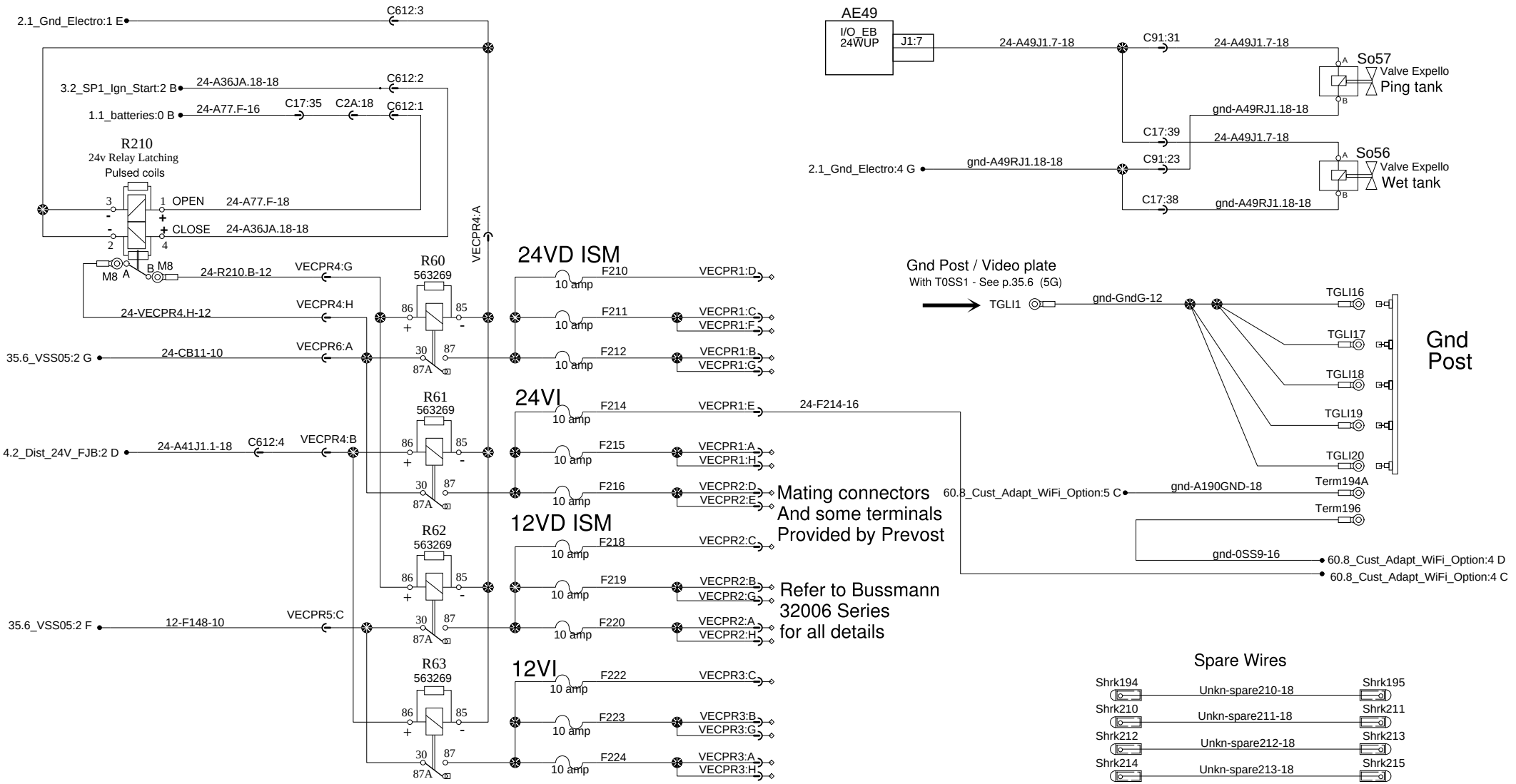Customer Adaptation GLI