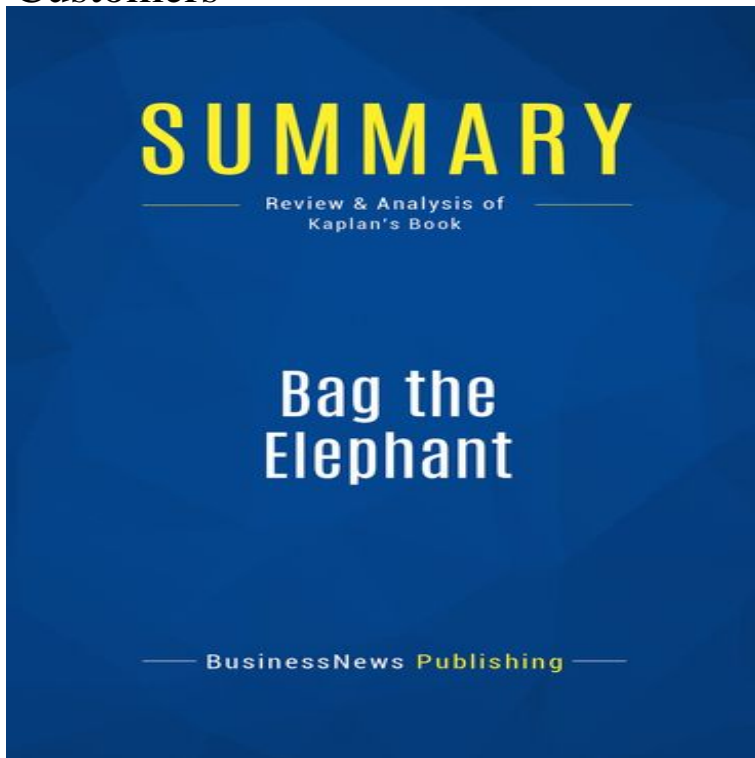


# Summary: Bag The Elephant - Steve Kaplan: How to Win and Keep Big Customers



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