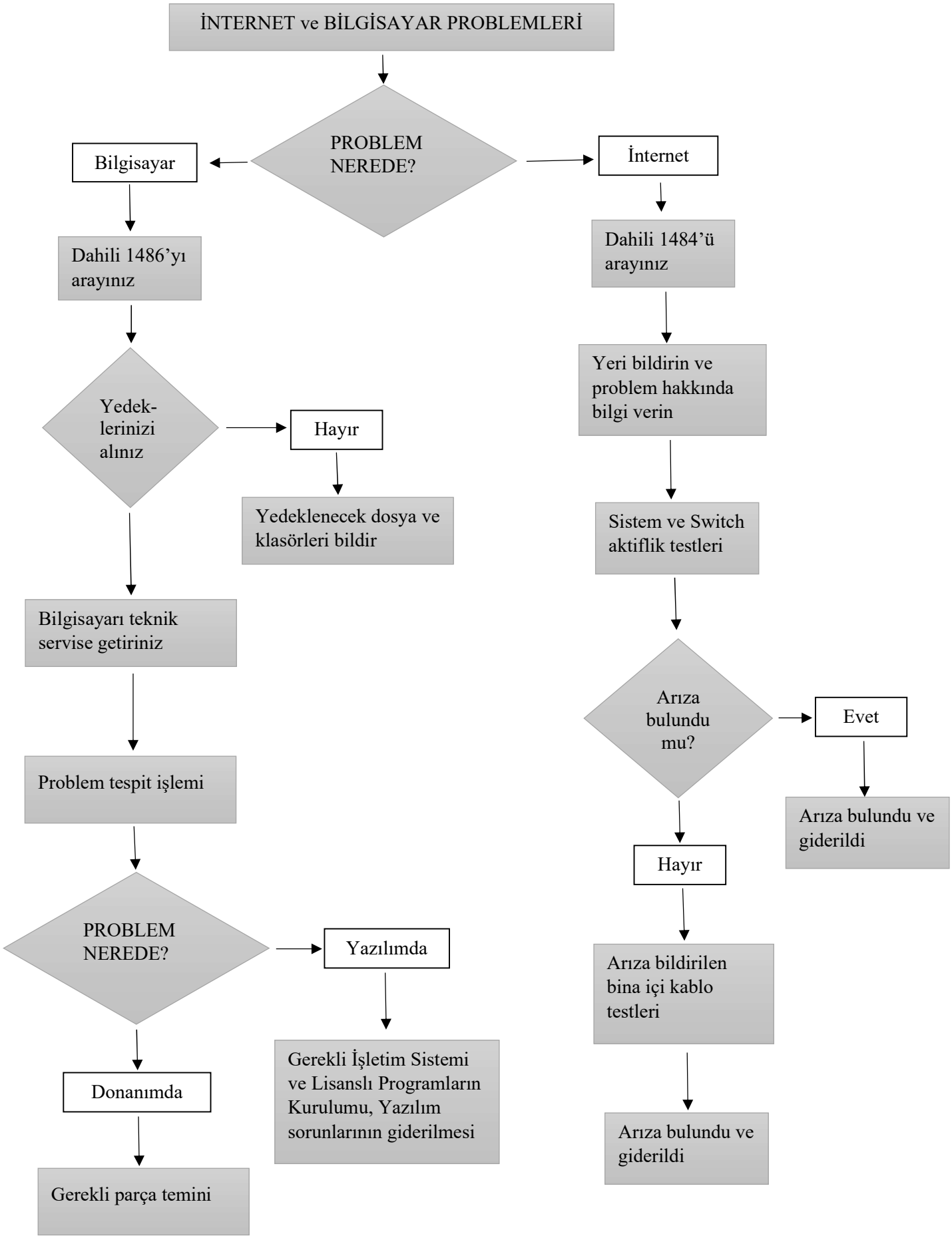TEKNİK DESTEK ve SERVİS İŞ AKIŞ ŞEMASI