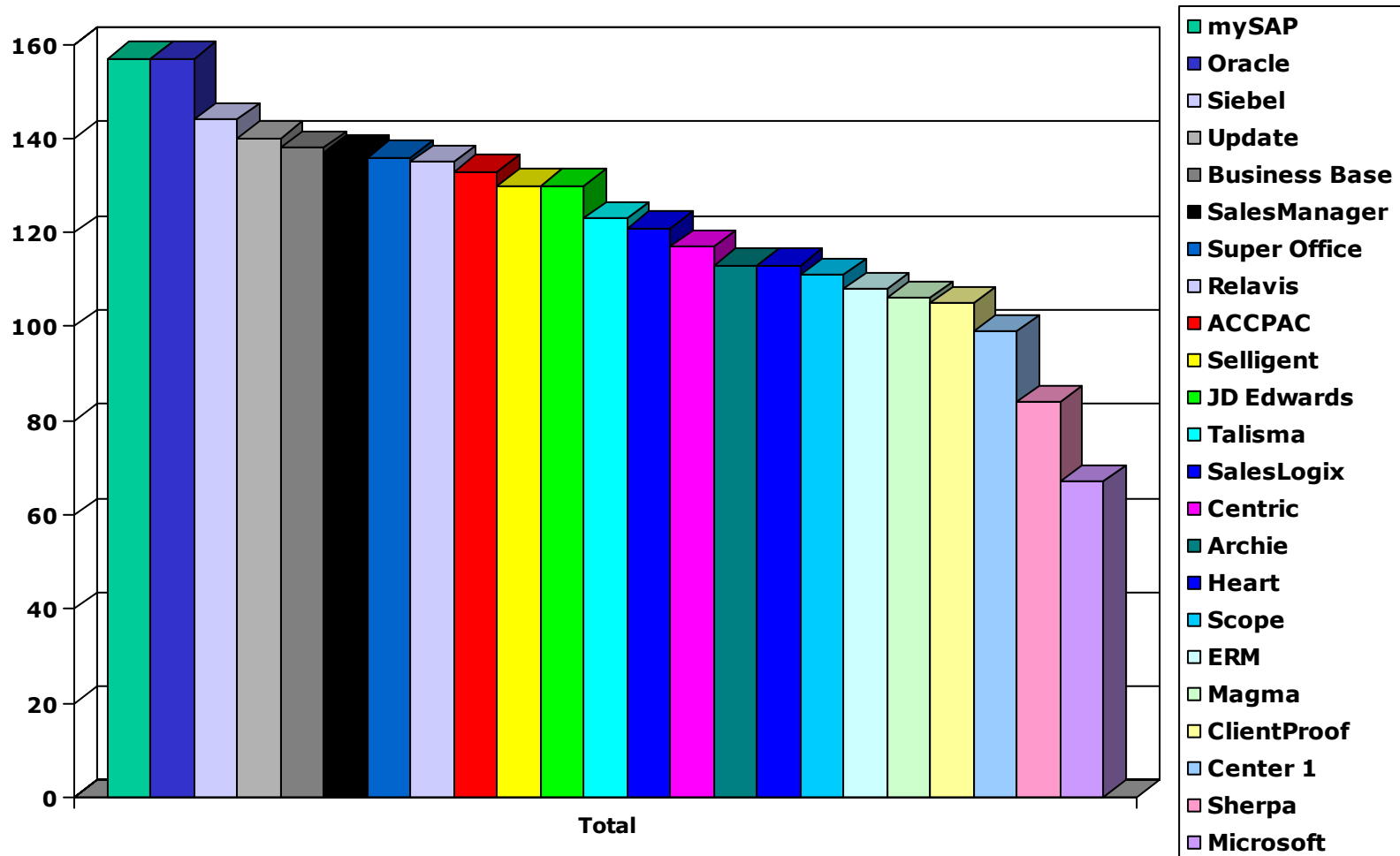


# IPL CRM Report 2003

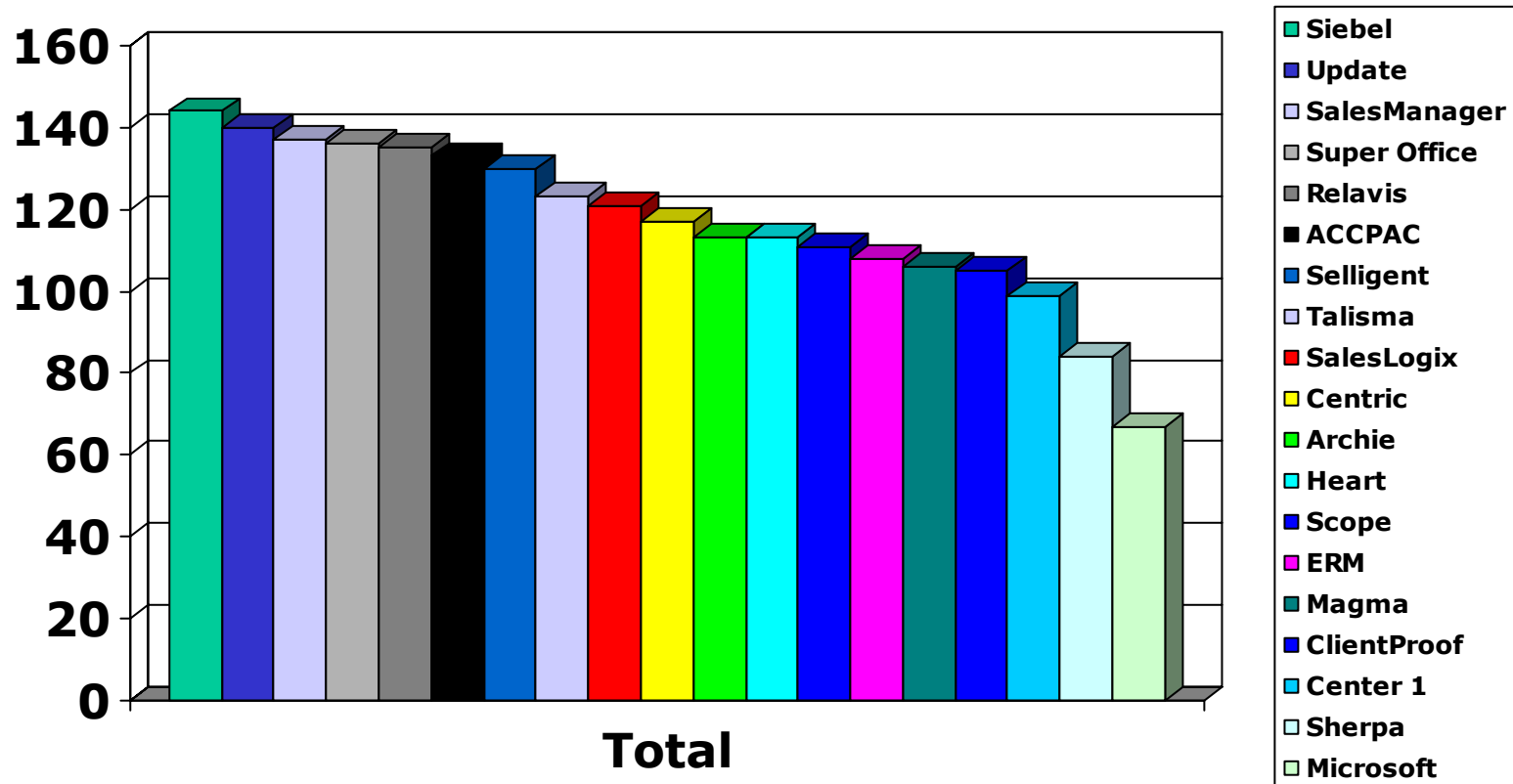
**IPL** [www.ipl.nl](http://www.ipl.nl)  
an independent Dutch institute and part of the  
Government testing organization **TNO**, has recently  
brought out it's yearly ( **2003** ) report on the CRM  
market in the Benelux



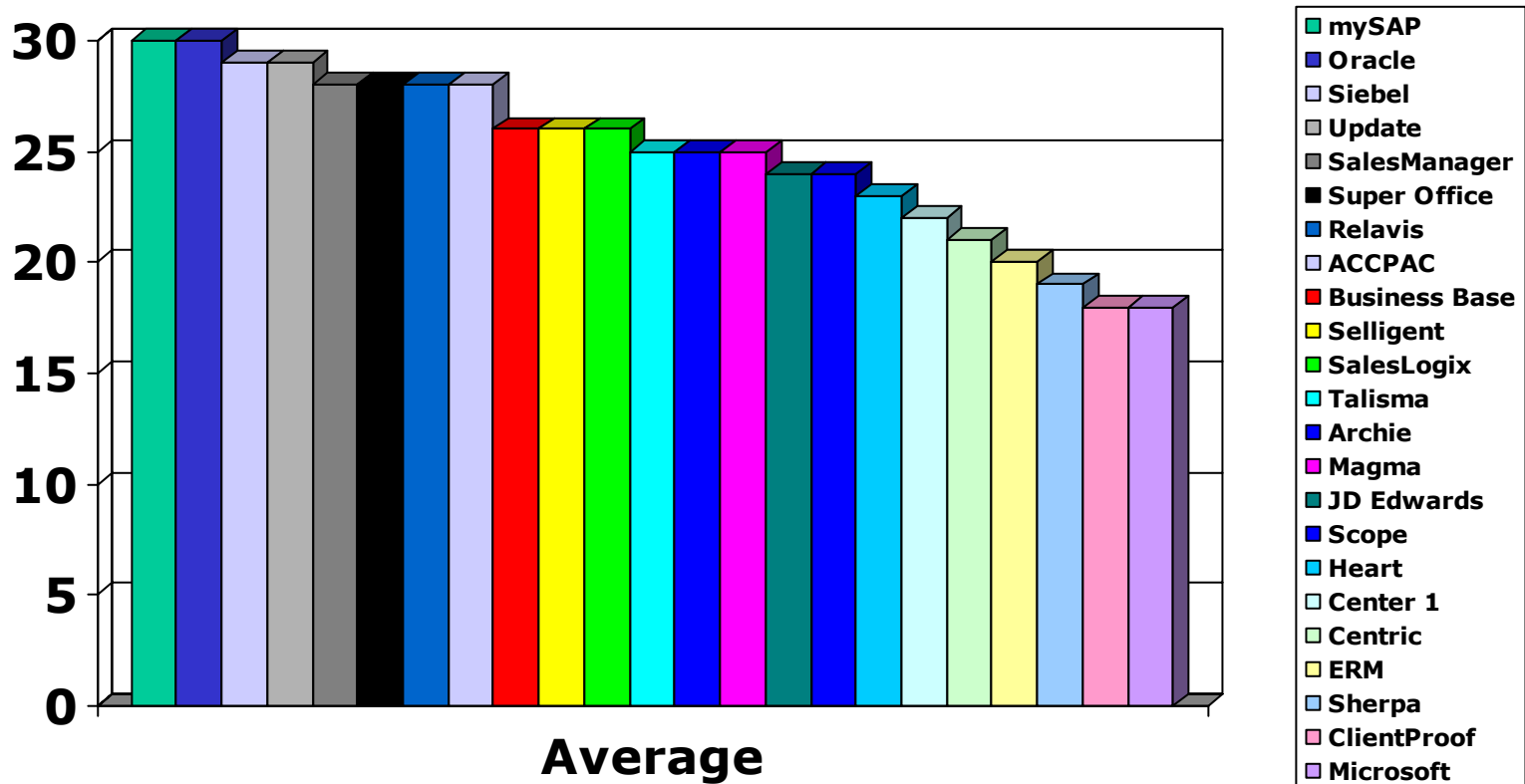
# Overall summary



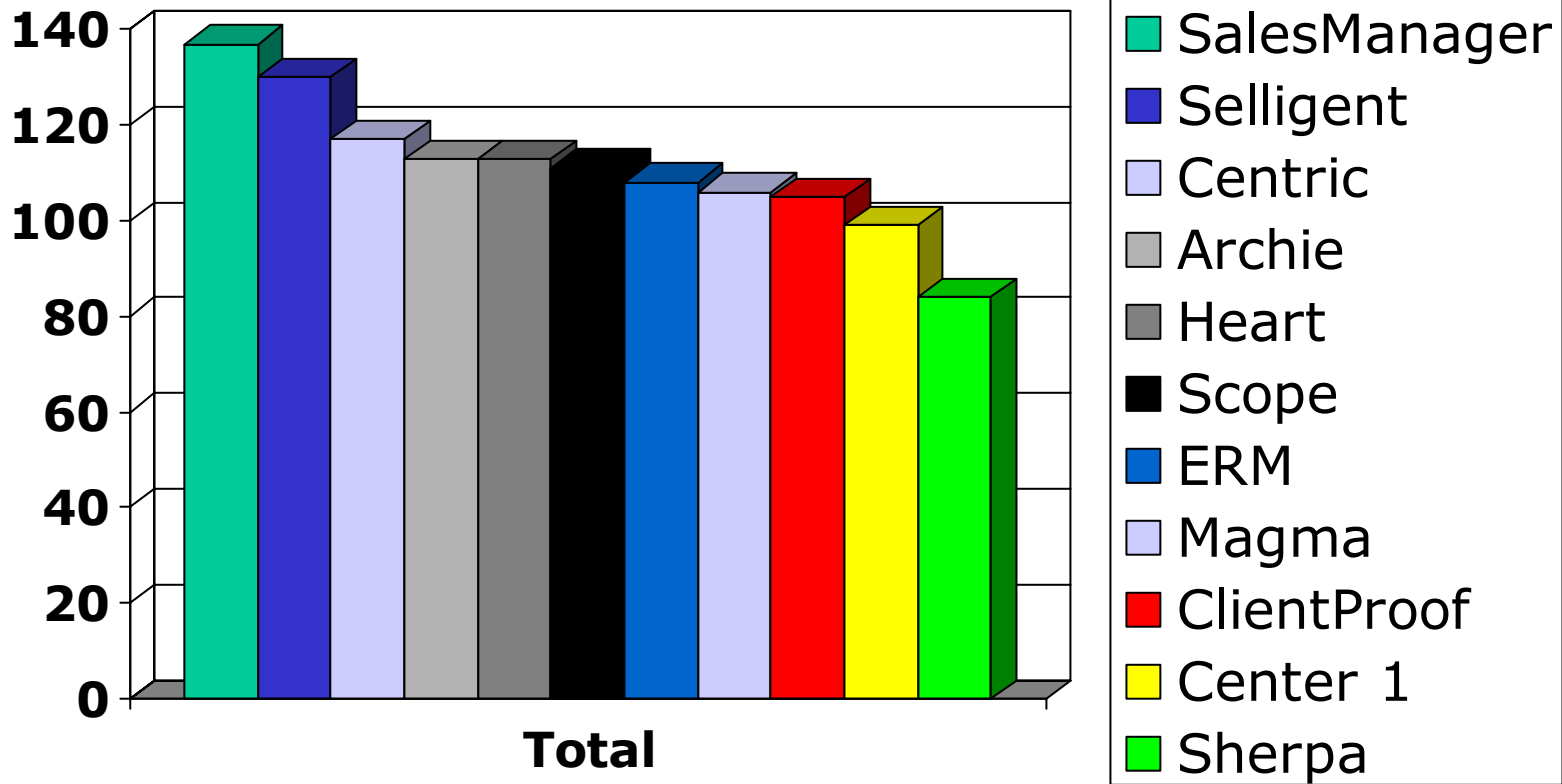
# Summary CRM only



# General CRM



# Local Benelux Suppliers



# Service Management

