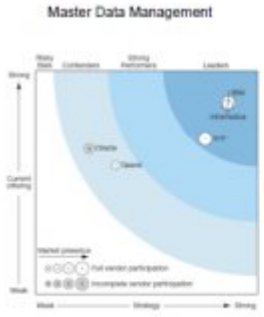

出典：Forrester Research, Inc.