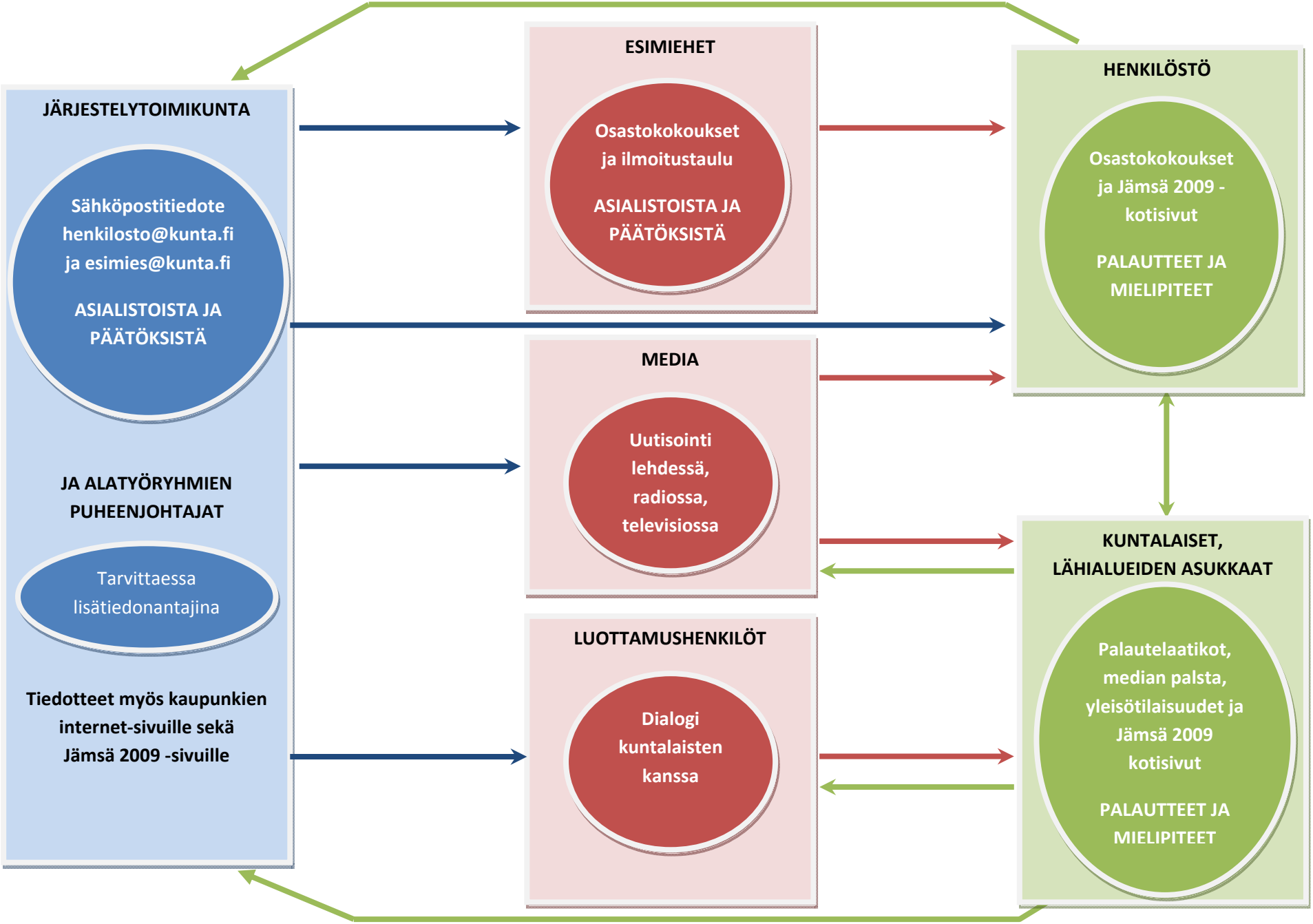YHDISTYMISTÄ TUKEVA VIESTINTÄ PROSESSINA