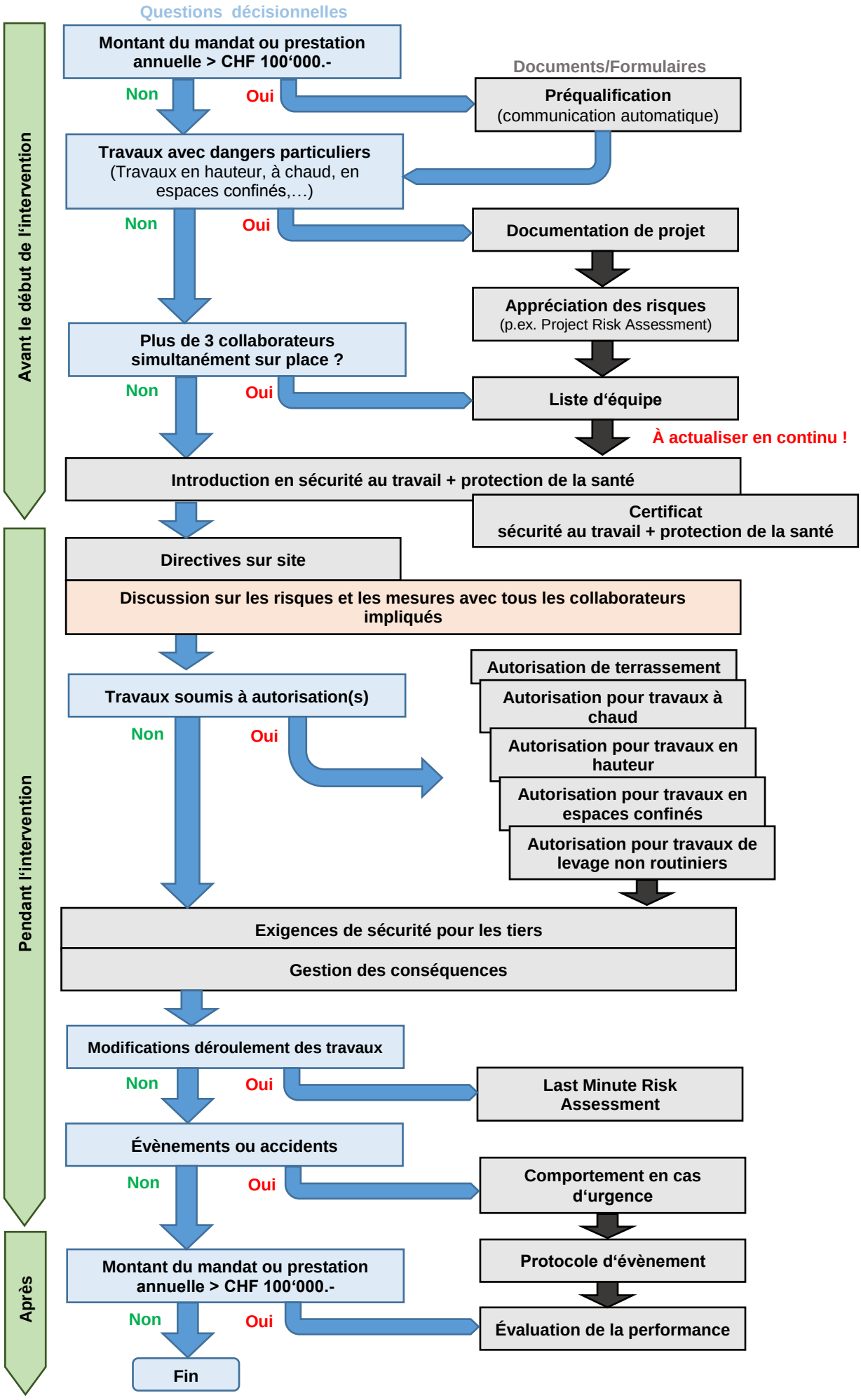Processus de gestion prestataires externes