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A business intelligence approach using web search tools and online data reduction techniques to examine the value of product-enabled services

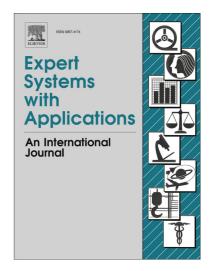
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## ACCEPTED MANUSCRIPT

## A business intelligence approach using web search tools and online data reduction techniques to examine the value of product-enabled services

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