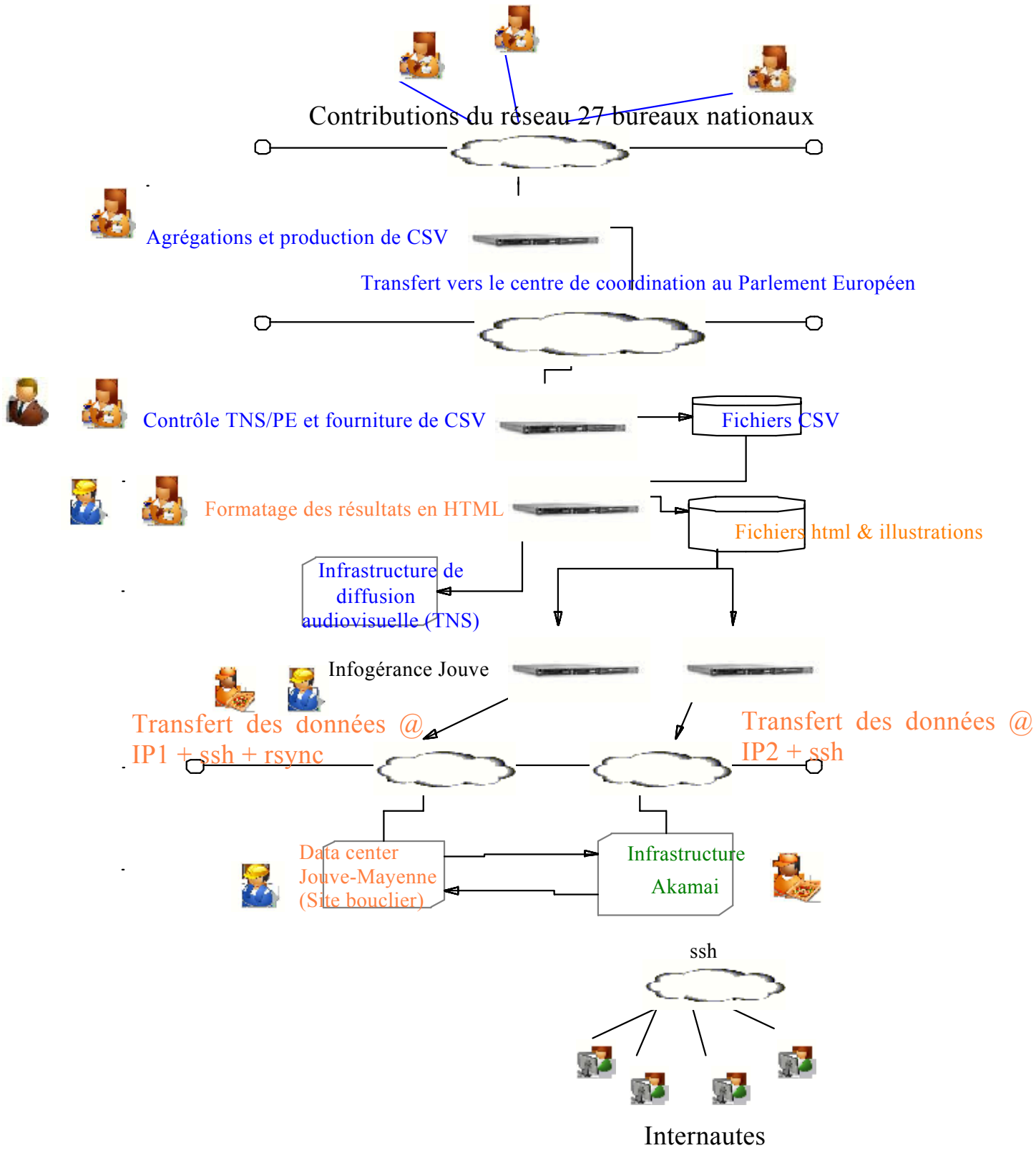Schéma du back-office