

Quarterly report overview

KPI measurements Statistic

period: 2022-07-01 until 2022-09-30

Compare of quarterly average value for reachability & availability

measured KPIs		
Uptime/Downtime (%)	Downtime	Operating time
Wealth Management Portal + App	0,07	99,9
Berenberg PSD2 Open Banking	0,00	100

Uptime/Downtime (hh:mm)	Downtime	Operating time
Wealth Management Portal + App	0:35	23:25
Berenberg PSD2 Open Banking	0:00	24:00

Service Level Agreement

KPI according to SLA	
Operating time (%)	
	98,50
	99,00

Compare of quarterly average value for performance

measured KPIs			
Response time (msec)	AIS	PIS	PIIS
Wealth Management Portal	1491	335	n.a.*
Berenberg PSD2 Open Banking	867	468	807

* n.a. = not available

Service Level Agreement

KPI according to SLA		
AIS	PIS	PIIS
1800	1500	n.a.
1800	1200	1800

Wealth Management Portal	Performance		Availability			
	request to account informations	submission of a single payment	Operating time		Downtime	
Date	msec		%	hh:mm	hh:mm	%
2022-07-01	1262	605	100	24:00	00:00	0
2022-07-02	1169	604	100	24:00	00:00	0
2022-07-03	1084	516	100	24:00	00:00	0
2022-07-04	858	429	100	24:00	00:00	0
2022-07-05	1142	306	100	24:00	00:00	0
2022-07-06	1050	318	100	24:00	00:00	0
2022-07-07	1069	337	100	24:00	00:00	0
2022-07-08	1100	393	100	24:00	00:00	0
2022-07-09	1115	348	100	24:00	00:00	0
2022-07-10	823	322	100	24:00	00:00	0
2022-07-11	930	250	100	24:00	00:00	0
2022-07-12	1059	473	100	24:00	00:00	0
2022-07-13	1090	331	100	24:00	00:00	0
2022-07-14	1156	336	100	24:00	00:00	0
2022-07-15	1085	366	100	24:00	00:00	0
2022-07-16	1095	280	100	24:00	00:00	0
2022-07-17	951	254	100	24:00	00:00	0
2022-07-18	901	297	100	24:00	00:00	0
2022-07-19	1177	314	100	24:00	00:00	0
2022-07-20	1135	313	100	24:00	00:00	0
2022-07-21	1066	335	100	24:00	00:00	0
2022-07-22	1129	425	100	24:00	00:00	0
2022-07-23	1049	295	100	24:00	00:00	0
2022-07-24	771	302	100	24:00	00:00	0
2022-07-25	920	331	100	24:00	00:00	0
2022-07-26	1060	299	100	24:00	00:00	0
2022-07-27	1077	327	100	24:00	00:00	0
2022-07-28	1017	314	100	24:00	00:00	0
2022-07-29	1079	316	100	24:00	00:00	0
2022-07-30	1038	351	100	24:00	00:00	0
2022-07-31	853	302	100	24:00	00:00	0
2022-08-01	917	302	100	24:00	00:00	0
2022-08-02	1182	330	100	24:00	00:00	0
2022-08-03	1226	333	100	24:00	00:00	0
2022-08-04	1096	337	100	24:00	00:00	0
2022-08-05	1166	326	100	24:00	00:00	0
2022-08-06	1223	336	100	24:00	00:00	0
2022-08-07	1023	310	100	24:00	00:00	0
2022-08-08	1023	311	100	24:00	00:00	0
2022-08-09	1248	288	100	24:00	00:00	0
2022-08-10	1212	325	100	24:00	00:00	0
2022-08-11	1173	319	100	24:00	00:00	0
2022-08-12	1122	303	100	24:00	00:00	0
2022-08-13	1124	325	100	24:00	00:00	0
2022-08-14	860	328	100	24:00	00:00	0
2022-08-15	858	307	100	24:00	00:00	0

Wealth Management Portal	Performance		Availability			
	request to account informations	submission of a single payment	Operating time		Downtime	
Date	msec		%	hh:mm	hh:mm	%
2022-08-16	1085	374	100	24:00	00:00	0
2022-08-17	1109	302	100	24:00	00:00	0
2022-08-18	1124	332	100	24:00	00:00	0
2022-08-19	1060	385	100	24:00	00:00	0
2022-08-20	1068	362	100	24:00	00:00	0
2022-08-21	901	281	100	24:00	00:00	0
2022-08-22	933	318	100	24:00	00:00	0
2022-08-23	1087	306	100	24:00	00:00	0
2022-08-24	1042	304	100	24:00	00:00	0
2022-08-25	1020	340	100	24:00	00:00	0
2022-08-26	1117	295	100	24:00	00:00	0
2022-08-27	934	356	100	24:00	00:00	0
2022-08-28	793	280	100	24:00	00:00	0
2022-08-29	829	319	100	24:00	00:00	0
2022-08-30	1071	305	100	24:00	00:00	0
2022-08-31	1142	364	100	24:00	00:00	0
2022-09-01	1168	299	100	24:00	00:00	0
2022-09-02	1095	337	100	24:00	00:00	0
2022-09-03	1167	307	100	24:00	00:00	0
2022-09-04	818	315	100	24:00	00:00	0
2022-09-05	935	246	100	24:00	00:00	0
2022-09-06	1200	368	100	24:00	00:00	0
2022-09-07	1117	289	100	24:00	00:00	0
2022-09-08	1169	345	100	24:00	00:00	0
2022-09-09	1146	332	100	24:00	00:00	0
2022-09-10	1101	334	100	24:00	00:00	0
2022-09-11	862	282	100	24:00	00:00	0
2022-09-12	965	338	100	24:00	00:00	0
2022-09-13	1173	294	100	24:00	00:00	0
2022-09-14	1099	314	100	24:00	00:00	0
2022-09-15	1136	340	100	24:00	00:00	0
2022-09-16	1141	315	100	24:00	00:00	0
2022-09-17	977	323	95	23:00	00:60	5
2022-09-18	885	329	100	24:00	00:00	0
2022-09-19	954	316	100	24:00	00:00	0
2022-09-20	1164	335	100	24:00	00:00	0
2022-09-21	1148	320	100	24:00	00:00	0
2022-09-22	1188	292	100	24:00	00:00	0
2022-09-23	1109	300	100	24:00	00:00	0
2022-09-24	999	569	100	24:00	00:00	0
2022-09-25	789	301	100	24:00	00:00	0
2022-09-26	972	312	100	24:00	00:00	0
2022-09-27	1102	366	99	23:50	00:10	1
2022-09-28	1164	306	100	24:00	00:00	0
2022-09-29	1125	326	100	24:00	00:00	0
2022-09-30	1239	346	100	24:00	00:00	0
quarterly average value	1491	335	99,9	23:25	0:35	0,07

Berenberg PSD2 Open Banking	Performance			Availability							
	Account Information Services (AIS)	Payment Instrument Issuer Service Provider (PIIS)	Payment Initiation Services (PIS)	Operating time	Operating time	Downtime	Downtime	Distinct TPPs	API requests	Errors	Error Rate
	Date	msec		(hh:mm)	(%)	(%)	(sec)	(#)	(#)	(#)	(%)
2022-07-01	921	0	0	24:00	100	0	0	1	8	0	0
2022-07-02	0	0	0	24:00	100	0	0	0	0	0	0
2022-07-03	535	0	0	24:00	100	0	0	1	28	0	0
2022-07-04	589	0	0	24:00	100	0	0	1	28	0	0
2022-07-05	997	0	0	24:00	100	0	0	1	6	0	0
2022-07-06	643	0	0	24:00	100	0	0	1	55	0	0
2022-07-07	1462	0	0	24:00	100	0	0	1	10	0	0
2022-07-08	799	0	0	24:00	100	0	0	1	26	0	0
2022-07-09	879	0	0	24:00	100	0	0	2	15	1	7
2022-07-10	0	0	0	24:00	100	0	0	0	0	0	0
2022-07-11	926	0	0	24:00	100	0	0	1	10	0	0
2022-07-12	0	0	0	24:00	100	0	0	0	0	0	0
2022-07-13	1013	0	0	24:00	100	0	0	2	3	0	0
2022-07-14	0	0	851	24:00	100	0	0	1	1	0	0
2022-07-15	462	0	0	24:00	100	0	0	2	26	0	0
2022-07-16	1107	0	0	24:00	100	0	0	1	12	0	0
2022-07-17	0	0	0	24:00	100	0	0	0	0	0	0
2022-07-18	198	0	0	24:00	100	0	0	2	108	8	7
2022-07-19	395	0	0	24:00	100	0	0	2	101	4	4
2022-07-20	454	0	353	24:00	100	0	0	2	142	0	0
2022-07-21	2955	0	440	24:00	100	0	0	2	249	49	20
2022-07-22	73	0	67	24:00	100	0	0	2	2317	96	4
2022-07-23	1142	0	0	24:00	100	0	0	1	16	0	0
2022-07-24	0	0	0	24:00	100	0	0	0	0	0	0
2022-07-25	575	0	0	24:00	100	0	0	1	41	0	0
2022-07-26	1098	0	0	24:00	100	0	0	1	2	0	0
2022-07-27	495	0	0	24:00	100	0	0	1	10	0	0
2022-07-28	1244	0	0	24:00	100	0	0	1	10	0	0
2022-07-29	1601	0	0	24:00	100	0	0	3	19	0	0
2022-07-30	640	0	0	24:00	100	0	0	1	40	0	0
2022-07-31	1099	0	0	24:00	100	0	0	1	24	0	0
2022-08-01	1131	0	0	24:00	100	0	0	1	2	0	0
2022-08-02	0	0	0	24:00	100	0	0	0	0	0	0
2022-08-03	1646	0	0	24:00	100	0	0	1	8	0	0
2022-08-04	1108	0	0	24:00	100	0	0	1	10	0	0
2022-08-05	1521	0	0	24:00	100	0	0	1	10	0	0
2022-08-06	0	0	0	24:00	100	0	0	0	0	0	0
2022-08-07	0	0	0	24:00	100	0	0	0	0	0	0
2022-08-08	483	0	0	24:00	100	0	0	2	40	0	0
2022-08-09	1219	0	0	24:00	100	0	0	1	2	0	0
2022-08-10	568	0	0	24:00	100	0	0	1	28	0	0
2022-08-11	1524	0	0	24:00	100	0	0	1	22	0	0
2022-08-12	857	0	0	24:00	100	0	0	1	11	0	0
2022-08-13	909	0	0	24:00	100	0	0	1	11	0	0
2022-08-14	0	0	877	24:00	100	0	0	1	1	0	0
2022-08-15	705	0	409	24:00	100	0	0	2	38	0	0

Berenberg PSD2 Open Banking	Performance			Availability							
	Account Information Services (AIS)	Payment Instrument Issuer Service Provider (PIIS)	Payment Initiation Services (PIS)	Operating time	Operating time	Downtime	Downtime	Distinct TPPs	API requests	Errors	Error Rate
	Date	msec		(hh:mm)	(%)	(%)	(sec)	(#)	(#)	(#)	(%)
2022-08-16	751	0	414	24:00	100	0	0	2	54	0	0
2022-08-17	574	1181	433	24:00	100	0	0	2	108	0	0
2022-08-18	464	492	393	24:00	100	0	0	2	126	2	2
2022-08-19	845	0	0	24:00	100	0	0	1	24	0	0
2022-08-20	544	0	0	24:00	100	0	0	1	60	0	0
2022-08-21	0	0	0	24:00	100	0	0	0	0	0	0
2022-08-22	405	0	0	24:00	100	0	0	1	26	0	0
2022-08-23	930	0	0	24:00	100	0	0	1	8	0	0
2022-08-24	1384	0	0	24:00	100	0	0	2	27	0	0
2022-08-25	899	0	0	24:00	100	0	0	1	16	8	50
2022-08-26	921	0	0	24:00	100	0	0	1	16	0	0
2022-08-27	0	748	0	24:00	100	0	0	0	0	0	0
2022-08-28	796	0	0	24:00	100	0	0	1	2	0	0
2022-08-29	685	0	0	24:00	100	0	0	2	16	0	0
2022-08-30	866	0	0	24:00	100	0	0	1	20	0	0
2022-08-31	0	0	0	24:00	100	0	0	0	0	0	0
2022-09-01	641	0	0	24:00	100	0	0	1	39	3	8
2022-09-02	994	0	0	24:00	100	0	0	1	10	0	0
2022-09-03	731	0	0	24:00	100	0	0	1	20	0	0
2022-09-04	0	0	0	24:00	100	0	0	0	0	0	0
2022-09-05	760	0	0	24:00	100	0	0	2	18	0	0
2022-09-06	1100	0	0	24:00	100	0	0	1	2	0	0
2022-09-07	802	0	0	24:00	100	0	0	1	50	0	0
2022-09-08	806	0	0	24:00	100	0	0	1	15	0	0
2022-09-09	468	0	0	24:00	100	0	0	1	43	0	0
2022-09-10	0	0	0	24:00	100	0	0	0	0	0	0
2022-09-11	334	0	0	24:00	100	0	0	1	9	0	0
2022-09-12	872	0	0	24:00	100	0	0	1	16	0	0
2022-09-13	935	0	0	24:00	100	0	0	1	7	0	0
2022-09-14	1134	0	0	24:00	100	0	0	1	2	0	0
2022-09-15	771	0	0	24:00	100	0	0	1	47	0	0
2022-09-16	1441	0	0	24:00	100	0	0	1	10	0	0
2022-09-17	383	0	0	24:00	100	0	0	2	17	0	0
2022-09-18	811	0	0	24:00	100	0	0	1	43	0	0
2022-09-19	822	0	0	24:00	100	0	0	1	22	0	0
2022-09-20	1174	0	0	24:00	100	0	0	1	2	0	0
2022-09-21	756	0	0	24:00	100	0	0	1	36	0	0
2022-09-22	886	0	0	24:00	100	0	0	1	10	0	0
2022-09-23	505	0	0	24:00	100	0	0	1	47	0	0
2022-09-24	0	0	446	24:00	100	0	0	0	0	0	0
2022-09-25	1152	0	0	24:00	100	0	0	1	2	0	0
2022-09-26	435	0	0	24:00	100	0	0	1	37	0	0
2022-09-27	333	0	0	24:00	100	0	0	2	32	0	0
2022-09-28	872	0	0	24:00	100	0	0	1	7	0	0
2022-09-29	0	0	0	24:00	100	0	0	0	0	0	0
2022-09-30	1075	0	0	24:00	100	0	0	1	37	0	0
quarterly average value	867	807	468	24:00	100	0	0	1	60	1,9	1,10