

Quarterly report overview

KPI measurements Statistic

period: 2023-04-01 until 2023-06-30

Compare of quarterly average value for reachability & availability

measured KPIs		
Uptime/Downtime (%)	Downtime	Operating time
Wealth Management Portal + App	0,12	99,98
Berenberg PSD2 Open Banking	0,00	100

Uptime/Downtime (hh:mm)	Downtime	Operating time
Wealth Management Portal + App	0:10	23:50
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	1685	434	n.a.*
Berenberg PSD2 Open Banking	753	398	1081

* 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	%
2023-04-01	1103	408	100	24:00	00:00	0
2023-04-02	951	339	100	24:00	00:00	0
2023-04-03	1050	378	100	24:00	00:00	0
2023-04-04	1295	488	100	24:00	00:00	0
2023-04-05	1271	462	100	24:00	00:00	0
2023-04-06	1212	470	100	24:00	00:00	0
2023-04-07	1202	451	100	24:00	00:00	0
2023-04-08	1158	414	100	24:00	00:00	0
2023-04-09	1057	333	100	24:00	00:00	0
2023-04-10	1046	327	100	24:00	00:00	0
2023-04-11	1274	406	100	24:00	00:00	0
2023-04-12	1269	457	100	24:00	00:00	0
2023-04-13	1398	489	100	24:00	00:00	0
2023-04-14	1265	462	100	24:00	00:00	0
2023-04-15	1198	438	100	24:00	00:00	0
2023-04-16	961	411	100	24:00	00:00	0
2023-04-17	1082	409	100	24:00	00:00	0
2023-04-18	1231	434	100	24:00	00:00	0
2023-04-19	1288	436	100	24:00	00:00	0
2023-04-20	1332	459	100	24:00	00:00	0
2023-04-21	1282	528	100	24:00	00:00	0
2023-04-22	1255	459	100	24:00	00:00	0
2023-04-23	1023	386	100	24:00	00:00	0
2023-04-24	1065	449	100	24:00	00:00	0
2023-04-25	1265	497	100	24:00	00:00	0
2023-04-26	1300	471	100	24:00	00:00	0
2023-04-27	1294	492	100	24:00	00:00	0
2023-04-28	1401	538	100	24:00	00:00	0
2023-04-29	1295	521	100	24:00	00:00	0
2023-04-30	1089	421	100	24:00	00:00	0
2023-05-01	1103	421	100	24:00	00:00	0
2023-05-02	1397	556	100	24:00	00:00	0
2023-05-03	1238	494	100	24:00	00:00	0
2023-05-04	1302	442	100	24:00	00:00	0
2023-05-05	1224	444	100	24:00	00:00	0
2023-05-06	1103	417	100	24:00	00:00	0
2023-05-07	947	385	100	24:00	00:00	0
2023-05-08	1071	421	100	24:00	00:00	0
2023-05-09	1336	506	100	24:00	00:00	0
2023-05-10	1243	436	100	24:00	00:00	0
2023-05-11	1267	479	100	24:00	00:00	0
2023-05-12	1240	470	100	24:00	00:00	0
2023-05-13	1090	418	100	24:00	00:00	0
2023-05-14	993	369	100	24:00	00:00	0
2023-05-15	1001	398	100	24:00	00:00	0
2023-05-16	1133	440	99	23:50	00:10	1

Wealth Management Portal	Performance		Availability			
	request to account informations	submission of a single payment	Operating time		Downtime	
Date	msec		%	hh:mm	hh:mm	%
2023-05-17	1212	431	100	24:00	00:00	0
2023-05-18	1158	459	100	24:00	00:00	0
2023-05-19	1216	426	100	24:00	00:00	0
2023-05-20	1142	456	100	24:00	00:00	0
2023-05-21	951	327	100	24:00	00:00	0
2023-05-22	1049	385	100	24:00	00:00	0
2023-05-23	1159	773	99	23:50	00:10	10
2023-05-24	1264	441	100	24:00	00:00	0
2023-05-25	1107	403	100	24:00	00:00	0
2023-05-26	1140	413	100	24:00	00:00	0
2023-05-27	1017	445	100	24:00	00:00	0
2023-05-28	1014	434	100	24:00	00:00	0
2023-05-29	1119	441	100	24:00	00:00	0
2023-05-30	1407	473	100	24:00	00:00	0
2023-05-31	1789	604	100	24:00	00:00	0
2023-06-01	1706	602	100	24:00	00:00	0
2023-06-02	1533	566	100	24:00	00:00	0
2023-06-03	1081	441	100	24:00	00:00	0
2023-06-04	960	356	100	24:00	00:00	0
2023-06-05	1035	384	100	24:00	00:00	0
2023-06-06	1241	454	100	24:00	00:00	0
2023-06-07	1185	430	100	24:00	00:00	0
2023-06-08	1031	377	100	24:00	00:00	0
2023-06-09	992	380	100	24:00	00:00	0
2023-06-10	997	344	100	24:00	00:00	0
2023-06-11	1020	362	100	24:00	00:00	0
2023-06-12	975	374	100	24:00	00:00	0
2023-06-13	959	397	100	24:00	00:00	0
2023-06-14	995	397	100	24:00	00:00	0
2023-06-15	1003	377	100	24:00	00:00	0
2023-06-16	1025	419	100	24:00	00:00	0
2023-06-17	961	351	100	24:00	00:00	0
2023-06-18	918	382	100	24:00	00:00	0
2023-06-19	1053	405	100	24:00	00:00	0
2023-06-20	996	378	100	24:00	00:00	0
2023-06-21	1066	384	100	24:00	00:00	0
2023-06-22	1071	420	100	24:00	00:00	0
2023-06-23	1121	377	100	24:00	00:00	0
2023-06-24	1059	393	100	24:00	00:00	0
2023-06-25	979	387	100	24:00	00:00	0
2023-06-26	1096	412	100	24:00	00:00	0
2023-06-27	1192	373	100	24:00	00:00	0
2023-06-28	993	410	100	24:00	00:00	0
2023-06-29	1085	437	100	24:00	00:00	0
2023-06-30	1073	460	100	24:00	00:00	0
quarterly average value	1685	434	99,98	23:50	0:10	0,12

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)	(#)	(#)	(#)	(%)
2023-04-01	859	0	0	24:00	100	0	0	1	28	0	0
2023-04-02	630	0	0	24:00	100	0	0	1	27	0	0
2023-04-03	410	0	0	24:00	100	0	0	2	34	0	0
2023-04-04	908	0	0	24:00	100	0	0	1	9	0	0
2023-04-05	1193	0	0	24:00	100	0	0	1	19	0	0
2023-04-06	793	0	0	24:00	100	0	0	2	15	0	0
2023-04-07	898	0	0	24:00	100	0	0	1	28	0	0
2023-04-08	1013	0	0	24:00	100	0	0	1	21	0	0
2023-04-09	1090	0	0	24:00	100	0	0	0	21	0	0
2023-04-10	816	0	0	24:00	100	0	0	1	23	0	0
2023-04-11	515	0	0	24:00	100	0	0	1	25	0	0
2023-04-12	1029	0	0	24:00	100	0	0	1	11	0	0
2023-04-13	751	0	0	24:00	100	0	0	1	26	0	0
2023-04-14	456	0	0	24:00	100	0	0	1	61	0	0
2023-04-15	367	0	0	24:00	100	0	0	1	34	3	9
2023-04-16	1102	0	0	24:00	100	0	0	1	2	0	0
2023-04-17	844	0	0	24:00	100	0	0	2	17	0	0
2023-04-18	919	0	0	24:00	100	0	0	1	9	0	0
2023-04-19	863	0	0	24:00	100	0	0	1	16	0	0
2023-04-20	466	0	0	24:00	100	0	0	1	45	0	0
2023-04-21	1142	0	0	24:00	100	0	0	1	2	0	0
2023-04-22	305	0	330	24:00	100	0	0	2	110	0	0
2023-04-23	0	0	0	24:00	100	0	0	0	0	0	0
2023-04-24	515	0	0	24:00	100	0	0	2	35	0	0
2023-04-25	400	0	0	24:00	100	0	0	2	50	0	0
2023-04-26	152	0	0	24:00	100	0	0	1	62	0	0
2023-04-27	983	0	0	24:00	100	0	0	1	2	0	0
2023-04-28	889	0	0	24:00	100	0	0	1	4	0	0
2023-04-29	840	0	0	24:00	100	0	0	1	43	0	0
2023-04-30	1968	0	0	24:00	100	0	0	1	7	0	0
2023-05-01	0	0	0	24:00	100	0	0	0	0	0	0
2023-05-02	984	0	0	24:00	100	0	0	1	6	0	0
2023-05-03	940	0	0	24:00	100	0	0	1	11	0	0
2023-05-04	661	0	0	24:00	100	0	0	1	40	0	0
2023-05-05	740	0	465	24:00	100	0	0	2	55	0	0
2023-05-06	661	0	0	24:00	100	0	0	1	18	0	0
2023-05-07	1029	0	0	24:00	100	0	0	1	4	0	0
2023-05-08	760	0	0	24:00	100	0	0	1	26	0	0
2023-05-09	670	0	0	24:00	100	0	0	2	23	0	0
2023-05-10	665	0	0	24:00	100	0	0	2	35	0	0
2023-05-11	374	0	0	24:00	100	0	0	2	82	0	0
2023-05-12	490	0	0	24:00	100	0	0	2	41	0	0
2023-05-13	845	0	0	24:00	100	0	0	1	30	0	0
2023-05-14	1068	0	0	24:00	100	0	0	1	7	0	0
2023-05-15	559	0	0	24:00	100	0	0	1	37	0	0
2023-05-16	619	0	0	24:00	100	0	0	2	61	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)	(#)	(#)	(#)	(%)
2023-05-17	806	0	0	24:00	100	0	0	2	35	0	0
2023-05-18	979	0	0	24:00	100	0	0	1	14	0	0
2023-05-19	948	0	0	24:00	100	0	0	1	32	0	0
2023-05-20	968	0	0	24:00	100	0	0	1	20	0	0
2023-05-21	1267	0	0	24:00	100	0	0	1	6	0	0
2023-05-22	628	0	0	24:00	100	0	0	2	66	0	0
2023-05-23	829	0	0	24:00	100	0	0	1	14	0	0
2023-05-24	891	0	0	24:00	100	0	0	1	12	0	0
2023-05-25	515	0	0	24:00	100	0	0	2	31	0	0
2023-05-26	666	0	0	24:00	100	0	0	2	11	0	0
2023-05-27	0	0	0	24:00	100	0	0	0	0	0	0
2023-05-28	664	0	0	24:00	100	0	0	1	42	0	0
2023-05-29	818	0	0	24:00	100	0	0	1	21	0	0
2023-05-30	424	0	0	24:00	100	0	0	2	65	0	0
2023-05-31	456	0	0	24:00	100	0	0	2	27	0	0
2023-06-01	531	0	0	24:00	100	0	0	2	63	0	0
2023-06-02	631	0	0	24:00	100	0	0	2	58	0	0
2023-06-03	1309	0	0	24:00	100	0	0	1	7	0	0
2023-06-04	0	0	0	24:00	100	0	0	0	10	0	0
2023-06-05	753	0	0	24:00	100	0	0	1	40	0	0
2023-06-06	541	0	0	24:00	100	0	0	1	50	0	0
2023-06-07	439	0	0	24:00	100	0	0	2	46	0	0
2023-06-08	676	0	0	24:00	100	0	0	1	30	0	0
2023-06-09	512	0	0	24:00	100	0	0	1	74	0	0
2023-06-10	578	0	0	24:00	100	0	0	1	4	0	0
2023-06-11	1183	0	0	24:00	100	0	0	1	10	0	0
2023-06-12	1004	0	0	24:00	100	0	0	1	48	0	0
2023-06-13	543	0	0	24:00	100	0	0	2	34	0	0
2023-06-14	791	0	0	24:00	100	0	0	2	41	0	0
2023-06-15	811	0	0	24:00	100	0	0	1	10	0	0
2023-06-16	780	0	0	24:00	100	0	0	1	26	0	0
2023-06-17	602	0	0	24:00	100	0	0	1	0	0	0
2023-06-18	0	0	0	24:00	100	0	0	0	33	0	0
2023-06-19	799	1081	0	24:00	100	0	0	2	31	0	0
2023-06-20	598	0	0	24:00	100	0	0	1	31	0	0
2023-06-21	860	0	0	24:00	100	0	0	1	10	0	0
2023-06-22	498	0	0	24:00	100	0	0	2	20	0	0
2023-06-23	501	0	0	24:00	100	0	0	1	0	0	0
2023-06-24	0	0	0	24:00	100	0	0	0	0	0	0
2023-06-25	0	0	0	24:00	100	0	0	0	21	0	0
2023-06-26	525	0	0	24:00	100	0	0	1	21	0	0
2023-06-27	901	0	0	24:00	100	0	0	1	4	0	0
2023-06-28	816	0	0	24:00	100	0	0	1	6	0	0
2023-06-29	495	0	0	24:01	100	0	0	1	26	0	0
2023-06-30	501	0	0	24:00	100	0	0	2	21	0	0
quarterly average value	753	1081	398	24:00	100	0	0	1	29	0,0	0,10