

Quarterly report overview

KPI measurements Statistic

period: 2024-01-01 until 2024-03-31

Compare of quarterly average value for reachability & availability

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

Uptime/Downtime (hh:mm)	Downtime	Operating time
Wealth Management Portal + App	0:01	23:59
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	1172	655	n.a.*
Berenberg PSD2 Open Banking	794	273	497

* 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	%
2024-01-01	1080	590	100%	24:00	00:00	0%
2024-01-02	1180	654	100%	24:00	00:00	0%
2024-01-03	1131	648	100%	24:00	00:00	0%
2024-01-04	1156	625	100%	24:00	00:00	0%
2024-01-05	1192	629	100%	24:00	00:00	0%
2024-01-06	1106	631	100%	24:00	00:00	0%
2024-01-07	1011	615	100%	24:00	00:00	0%
2024-01-08	1106	684	100%	24:00	00:00	0%
2024-01-09	1142	668	100%	24:00	00:00	0%
2024-01-10	1129	645	100%	24:00	00:00	0%
2024-01-11	1109	616	100%	24:00	00:00	0%
2024-01-12	1199	616	100%	24:00	00:00	0%
2024-01-13	1101	587	100%	24:00	00:00	0%
2024-01-14	981	634	100%	24:00	00:00	0%
2024-01-15	1175	649	100%	24:00	00:00	0%
2024-01-16	1053	656	100%	24:00	00:00	0%
2024-01-17	1143	637	100%	24:00	00:00	0%
2024-01-18	1192	621	100%	24:00	00:00	0%
2024-01-19	1134	620	100%	24:00	00:00	0%
2024-01-20	1143	635	100%	24:00	00:00	0%
2024-01-21	1061	581	100%	24:00	00:00	0%
2024-01-22	1084	600	100%	24:00	00:00	0%
2024-01-23	1186	644	100%	24:00	00:00	0%
2024-01-24	1187	645	100%	24:00	00:00	0%
2024-01-25	1178	642	100%	24:00	00:00	0%
2024-01-26	1227	607	100%	24:00	00:00	0%
2024-01-27	1115	664	100%	24:00	00:00	0%
2024-01-28	1055	589	100%	24:00	00:00	0%
2024-01-29	1189	641	100%	24:00	00:00	0%
2024-01-30	1170	636	100%	24:00	00:00	0%
2024-01-31	1138	646	100%	24:00	00:00	0%
2024-02-01	1162	641	100%	24:00	00:00	0%
2024-02-02	1174	633	100%	24:00	00:00	0%
2024-02-03	1116	659	100%	24:00	00:00	0%
2024-02-04	985	661	100%	24:00	00:00	0%
2024-02-05	1124	638	100%	24:00	00:00	0%
2024-02-06	1239	1185	98%	23:30	00:30	2%
2024-02-07	1210	637	100%	24:00	00:00	0%
2024-02-08	1262	650	100%	24:00	00:00	0%
2024-02-09	1176	640	100%	24:00	00:00	0%
2024-02-10	1134	583	100%	24:00	00:00	0%
2024-02-11	1114	674	100%	24:00	00:00	0%
2024-02-12	1215	622	100%	24:00	00:00	0%
2024-02-13	1212	602	100%	24:00	00:00	0%
2024-02-14	1226	635	100%	24:00	00:00	0%
2024-02-15	1405	603	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	%
2024-02-16	1206	636	100%	24:00	00:00	0%
2024-02-17	1217	623	100%	24:00	00:00	0%
2024-02-18	1067	620	100%	24:00	00:00	0%
2024-02-19	1153	636	100%	24:00	00:00	0%
2024-02-20	1249	619	100%	24:00	00:00	0%
2024-02-21	1187	600	100%	24:00	00:00	0%
2024-02-22	1137	627	100%	24:00	00:00	0%
2024-02-23	1163	595	100%	24:00	00:00	0%
2024-02-24	1135	609	100%	24:00	00:00	0%
2024-02-25	1063	634	100%	24:00	00:00	0%
2024-02-26	1146	645	100%	24:00	00:00	0%
2024-02-27	1181	589	100%	24:00	00:00	0%
2024-02-28	1173	623	100%	24:00	00:00	0%
2024-02-29	1147	630	100%	24:00	00:00	0%
2024-03-01	1453	763	100%	24:00	00:00	0%
2024-03-02	1120	648	100%	24:00	00:00	0%
2024-03-03	1145	687	100%	24:00	00:00	0%
2024-03-04	1183	635	100%	24:00	00:00	0%
2024-03-05	1243	653	100%	24:00	00:00	0%
2024-03-06	1213	632	100%	24:00	00:00	0%
2024-03-07	1208	665	100%	24:00	00:00	0%
2024-03-08	1203	604	100%	24:00	00:00	0%
2024-03-09	1163	625	100%	24:00	00:00	0%
2024-03-10	1067	616	100%	24:00	00:00	0%
2024-03-11	1212	625	100%	24:00	00:00	0%
2024-03-12	1191	629	100%	24:00	00:00	0%
2024-03-13	1221	647	100%	24:00	00:00	0%
2024-03-14	1216	624	100%	24:00	00:00	0%
2024-03-15	1187	651	100%	24:00	00:00	0%
2024-03-16	1158	597	100%	24:00	00:00	0%
2024-03-17	1129	621	100%	24:00	00:00	0%
2024-03-18	1213	643	100%	24:00	00:00	0%
2024-03-19	1242	638	100%	24:00	00:00	0%
2024-03-20	1288	630	100%	24:00	00:00	0%
2024-03-21	1280	645	100%	24:00	00:00	0%
2024-03-22	1356	2725	100%	24:00	00:00	0%
2024-03-23	1259	688	100%	24:00	00:00	0%
2024-03-24	1152	672	100%	24:00	00:00	0%
2024-03-25	1170	658	100%	24:00	00:00	0%
2024-03-26	1247	685	100%	24:00	00:00	0%
2024-03-27	1242	621	100%	24:00	00:00	0%
2024-03-28	1261	589	100%	24:00	00:00	0%
2024-03-29	1187	583	100%	24:00	00:00	0%
2024-03-30	1170	615	100%	24:00	00:00	0%
2024-03-31	1198	615	100%	24:00	00:00	0%
quarterly average value	1172	655	99,98%	23:59	0:01	0,02%

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)	(#)	(#)	(#)	(%)
2024-01-01	915	0	0	24:00	100	0	0	2	37	0	0
2024-01-02	754	381	0	24:00	100	0	0	5	59	0	0
2024-01-03	728	510	0	24:00	100	0	0	3	42	0	0
2024-01-04	885	0	0	24:00	100	0	0	2	39	0	0
2024-01-05	780	0	0	24:00	100	0	0	3	45	0	0
2024-01-06	928	0	0	24:00	100	0	0	2	34	0	0
2024-01-07	1876	0	0	24:00	100	0	0	1	2	0	0
2024-01-08	726	0	0	24:00	100	0	0	3	43	0	0
2024-01-09	870	0	0	24:00	100	0	0	2	27	0	0
2024-01-10	613	0	0	24:00	100	0	0	3	33	0	0
2024-01-11	849	0	323	24:00	100	0	0	3	48	0	0
2024-01-12	992	601	0	24:00	100	0	0	3	18	0	0
2024-01-13	1097	0	0	24:00	100	0	0	2	10	0	0
2024-01-14	1102	0	0	24:00	100	0	0	1	7	0	0
2024-01-15	708	0	0	24:00	100	0	0	3	26	0	0
2024-01-16	850	0	374	24:00	100	0	0	3	33	0	0
2024-01-17	1018	0	0	24:00	100	0	0	2	16	0	0
2024-01-18	836	0	330	24:00	100	0	0	3	46	0	0
2024-01-19	748	0	0	24:00	100	0	0	4	45	0	0
2024-01-20	756	0	0	24:00	100	0	0	2	17	0	0
2024-01-21	1304	0	0	24:00	100	0	0	2	5	0	0
2024-01-22	526	0	0	24:00	100	0	0	3	39	0	0
2024-01-23	468	0	0	24:00	100	0	0	3	38	0	0
2024-01-24	628	0	0	24:00	100	0	0	4	31	0	0
2024-01-25	769	0	0	24:00	100	0	0	3	25	0	0
2024-01-26	856	0	0	24:00	100	0	0	2	16	0	0
2024-01-27	1013	0	0	24:00	100	0	0	2	24	0	0
2024-01-28	955	0	0	24:00	100	0	0	2	31	0	0
2024-01-29	1199	0	0	24:00	100	0	0	2	8	0	0
2024-01-30	891	0	0	24:00	100	0	0	2	14	0	0
2024-01-31	827	0	0	24:00	100	0	0	2	42	0	0
2024-02-01	461	0	0	24:00	100	0	0	2	29	0	0
2024-02-02	682	0	0	24:00	100	0	0	2	32	0	0
2024-02-03	835	0	0	24:00	100	0	0	1	7	0	0
2024-02-04	1347	0	0	24:00	100	0	0	1	3	0	0
2024-02-05	680	0	0	24:00	100	0	0	3	35	0	0
2024-02-06	926	0	0	24:00	100	0	0	2	22	0	0
2024-02-07	540	0	0	24:00	100	0	0	4	22	0	0
2024-02-08	690	0	0	24:00	100	0	0	3	46	0	0
2024-02-09	623	0	0	24:00	100	0	0	2	36	0	0
2024-02-10	739	0	0	24:00	100	0	0	2	12	0	0
2024-02-11	1359	0	0	24:00	100	0	0	1	3	0	0
2024-02-12	682	0	0	24:00	100	0	0	3	7	0	0
2024-02-13	695	0	0	24:00	100	0	0	3	26	0	0
2024-02-14	746	0	0	24:00	100	0	0	3	28	0	0
2024-02-15	680	0	0	24:00	100	0	0	3	20	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)	(#)	(#)	(#)	(%)
2024-02-16	692	0	0	24:00	100	0	0	3	33	0	0
2024-02-17	952	0	0	24:00	100	0	0	1	11	0	0
2024-02-18	460	0	0	24:00	100	0	0	2	23	0	0
2024-02-19	486	0	0	24:00	100	0	0	3	55	0	0
2024-02-20	413	0	0	24:00	100	0	0	3	58	0	0
2024-02-21	317	0	0	24:00	100	0	0	3	64	0	0
2024-02-22	478	0	0	24:00	100	0	0	3	47	0	0
2024-02-23	1002	0	0	24:00	100	0	0	2	14	0	0
2024-02-24	1184	0	0	24:00	100	0	0	2	5	0	0
2024-02-25	366	0	0	24:00	100	0	0	2	42	0	0
2024-02-26	453	0	0	24:00	100	0	0	3	33	0	0
2024-02-27	549	0	0	24:00	100	0	0	3	29	0	0
2024-02-28	845	0	0	24:00	100	0	0	2	14	0	0
2024-02-29	576	0	0	24:00	100	0	0	3	30	0	0
2024-03-01	580	0	0	24:00	100	0	0	4	37	0	0
2024-03-02	824	0	0	24:00	100	0	0	1	8	0	0
2024-03-03	1142	0	0	24:00	100	0	0	2	24	0	0
2024-03-04	690	0	0	24:00	100	0	0	2	5	0	0
2024-03-05	924	0	0	24:00	100	0	0	2	18	0	0
2024-03-06	921	0	0	24:00	100	0	0	2	20	0	0
2024-03-07	523	0	0	24:00	100	0	0	2	54	0	0
2024-03-08	259	0	0	24:00	100	0	0	3	61	0	0
2024-03-09	639	0	0	24:00	100	0	0	1	44	0	0
2024-03-10	1317	0	0	24:00	100	0	0	1	3	0	0
2024-03-11	586	0	64	24:00	100	0	0	4	49	0	0
2024-03-12	703	0	0	24:00	100	0	0	3	22	0	0
2024-03-13	548	0	0	24:00	100	0	0	3	35	0	0
2024-03-14	738	0	0	24:00	100	0	0	3	19	0	0
2024-03-15	497	0	0	24:00	100	0	0	4	51	0	0
2024-03-16	1048	0	0	24:00	100	0	0	1	7	0	0
2024-03-17	1591	0	0	24:00	100	0	0	1	3	0	0
2024-03-18	425	0	0	24:00	100	0	0	3	69	0	0
2024-03-19	501	0	0	24:00	100	0	0	2	65	0	0
2024-03-20	910	0	0	24:00	100	0	0	1	10	0	0
2024-03-21	1198	0	0	24:00	100	0	0	1	9	0	0
2024-03-22	428	0	0	24:00	100	0	0	2	49	0	0
2024-03-23	891	0	0	24:00	100	0	0	1	28	0	0
2024-03-24	0	0	0	24:00	100	0	0	0	0	0	0
2024-03-25	1235	0	0	24:00	100	0	0	1	13	0	0
2024-03-26	1017	0	0	24:00	100	0	0	1	11	0	0
2024-03-27	975	0	0	24:00	100	0	0	1	16	0	0
2024-03-28	335	0	0	24:00	100	0	0	1	57	0	0
2024-03-29	375	0	0	24:00	100	0	0	2	37	0	0
2024-03-30	929	0	0	24:00	100	0	0	1	18	0	0
2024-03-31	755	0	0	24:00	100	0	0	1	30	0	0
quarterly average value	794	497	273	24:00	100	0	0	2	28	0,0	0,00