

Quarterly report overview

KPI measurements Statistic

period: 2024-10-01 until 2024-12-31

Compare of quarterly average value for reachability & availability

measured KPIs		
Uptime/Downtime (%)	Downtime	Operating time
Wealth Management Portal + App	0,09	99,91
Berenberg PSD2 Open Banking	1,05	98,95

Uptime/Downtime (hh:mm)	Downtime	Operating time
Wealth Management Portal + App	0:01	23:59
Berenberg PSD2 Open Banking	0:15	23:45

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	1091	271	n.a.*
Berenberg PSD2 Open Banking	696	246	0

* 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	%
2024-10-01	2731	699	100%	24:00	00:00	0%
2024-10-02	1869	687	100%	24:00	00:00	0%
2024-10-03	2028	613	100%	24:00	00:00	0%
2024-10-04	2517	636	100%	24:00	00:00	0%
2024-10-05	2565	635	100%	24:00	00:00	0%
2024-10-06	1004	653	100%	24:00	00:00	0%
2024-10-07	1354	656	100%	24:00	00:00	0%
2024-10-08	1262	674	100%	24:00	00:00	0%
2024-10-09	1260	676	100%	24:00	00:00	0%
2024-10-10	1418	681	100%	24:00	00:00	0%
2024-10-11	1220	688	100%	24:00	00:00	0%
2024-10-12	1021	665	100%	24:00	00:00	0%
2024-10-13	1070	685	100%	24:00	00:00	0%
2024-10-14	1125	190	100%	24:00	00:00	0%
2024-10-15	1190	184	100%	24:00	00:00	0%
2024-10-16	1215	183	100%	24:00	00:00	0%
2024-10-17	1138	176	100%	24:00	00:00	0%
2024-10-18	1008	180	100%	24:00	00:00	0%
2024-10-19	1051	172	100%	24:00	00:00	0%
2024-10-20	851	174	100%	24:00	00:00	0%
2024-10-21	1004	170	100%	24:00	00:00	0%
2024-10-22	1048	163	100%	24:00	00:00	0%
2024-10-23	1026	174	100%	24:00	00:00	0%
2024-10-24	1062	157	100%	24:00	00:00	0%
2024-10-25	1060	159	100%	24:00	00:00	0%
2024-10-26	1040	160	100%	24:00	00:00	0%
2024-10-27	960	148	100%	24:00	00:00	0%
2024-10-28	1056	155	100%	24:00	00:00	0%
2024-10-29	1181	159	100%	24:00	00:00	0%
2024-10-30	1249	163	100%	24:00	00:00	0%
2024-10-31	1055	161	100%	24:00	00:00	0%
2024-11-01	1081	156	100%	24:00	00:00	0%
2024-11-02	1017	150	100%	24:00	00:00	0%
2024-11-03	1021	154	100%	24:00	00:00	0%
2024-11-04	1166	185	100%	24:00	00:00	0%
2024-11-05	1246	187	100%	24:00	00:00	0%
2024-11-06	1129	189	100%	24:00	00:00	0%
2024-11-07	774	178	100%	24:00	00:00	0%
2024-11-08	945	154	100%	24:00	00:00	0%
2024-11-09	894	150	100%	24:00	00:00	0%
2024-11-10	949	156	100%	24:00	00:00	0%
2024-11-11	921	193	94%	22:30	01:30	6%
2024-11-12	913	198	100%	24:00	00:00	0%
2024-11-13	941	193	100%	24:00	00:00	0%
2024-11-14	891	198	100%	24:00	00:00	0%
2024-11-15	931	200	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	%
2024-11-16	910	194	100%	24:00	00:00	0%
2024-11-17	951	199	100%	24:00	00:00	0%
2024-11-18	988	232	100%	24:00	00:00	0%
2024-11-19	1007	240	100%	24:00	00:00	0%
2024-11-20	1067	235	100%	24:00	00:00	0%
2024-11-21	1054	239	100%	24:00	00:00	0%
2024-11-22	1004	247	98%	23:30	00:30	2%
2024-11-23	915	250	100%	24:00	00:00	0%
2024-11-24	926	239	100%	24:00	00:00	0%
2024-11-25	1001	237	100%	24:00	00:00	0%
2024-11-26	978	237	100%	24:00	00:00	0%
2024-11-27	1031	255	100%	24:00	00:00	0%
2024-11-28	964	248	100%	24:00	00:00	0%
2024-11-29	1078	256	100%	24:00	00:00	0%
2024-11-30	1099	255	100%	24:00	00:00	0%
2024-12-01	1001	230	100%	24:00	00:00	0%
2024-12-02	979	236	100%	24:00	00:00	0%
2024-12-03	944	221	100%	24:00	00:00	0%
2024-12-04	920	206	100%	24:00	00:00	0%
2024-12-05	916	203	100%	24:00	00:00	0%
2024-12-06	915	204	100%	24:00	00:00	0%
2024-12-07	865	189	100%	24:00	00:00	0%
2024-12-08	871	204	100%	24:00	00:00	0%
2024-12-09	939	213	100%	24:00	00:00	0%
2024-12-10	1016	229	100%	24:00	00:00	0%
2024-12-11	1030	231	100%	24:00	00:00	0%
2024-12-12	927	199	100%	24:00	00:00	0%
2024-12-13	872	199	100%	24:00	00:00	0%
2024-12-14	872	197	100%	24:00	00:00	0%
2024-12-15	983	241	100%	24:00	00:00	0%
2024-12-16	951	208	100%	24:00	00:00	0%
2024-12-17	922	214	100%	24:00	00:00	0%
2024-12-18	967	233	100%	24:00	00:00	0%
2024-12-19	946	244	100%	24:00	00:00	0%
2024-12-20	931	242	100%	24:00	00:00	0%
2024-12-21	912	265	100%	24:00	00:00	0%
2024-12-22	972	254	100%	24:00	00:00	0%
2024-12-23	943	240	100%	24:00	00:00	0%
2024-12-24	894	242	100%	24:00	00:00	0%
2024-12-25	888	231	100%	24:00	00:00	0%
2024-12-26	895	233	100%	24:00	00:00	0%
2024-12-27	940	226	100%	24:00	00:00	0%
2024-12-28	902	255	100%	24:00	00:00	0%
2024-12-29	929	263	100%	24:00	00:00	0%
2024-12-30	910	241	100%	24:00	00:00	0%
2024-12-31	885	245	100%	24:00	00:00	0%
quarterly average value	1091	271	99,91	23:59	0:01	0,09

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		Distinct TPPs	API requests	Errors	Error Rate
	Date	msec		(hh:mm)	(%)	(%)	(sec)	(#)	(#)	(#)	(%)
2024-10-01	775	0	0	24:00	100,00	0,00	0	3	24	0	0,00
2024-10-02	642	0	0	24:00	100,00	0,00	0	3	73	0	0,00
2024-10-03	406	0	0	24:00	100,00	0,00	0	3	145	0	0,00
2024-10-04	396	0	0	24:00	100,00	0,00	0	3	153	0	0,00
2024-10-05	1046	0	0	24:00	100,00	0,00	0	2	10	0	0,00
2024-10-06	1098	0	0	24:00	100,00	0,00	0	2	31	0	0,00
2024-10-07	890	0	0	24:00	100,00	0,00	0	2	44	0	0,00
2024-10-08	829	0	0	24:00	100,00	0,00	0	5	69	0	0,00
2024-10-09	953	0	0	24:00	100,00	0,00	0	3	32	0	0,00
2024-10-10	878	0	0	24:00	100,00	0,00	0	4	55	0	0,00
2024-10-11	941	0	0	24:00	100,00	0,00	0	4	26	0	0,00
2024-10-12	792	0	0	24:00	100,00	0,00	0	3	39	0	0,00
2024-10-13	1539	0	0	24:00	100,00	0,00	0	2	12	0	0,00
2024-10-14	720	0	0	24:00	100,00	0,00	0	3	53	0	0,00
2024-10-15	667	0	0	24:00	100,00	0,00	0	4	33	0	0,00
2024-10-16	800	0	0	24:00	100,00	0,00	0	4	23	0	0,00
2024-10-17	1125	0	0	24:00	100,00	0,00	0	3	16	0	0,00
2024-10-18	1071	0	0	24:00	100,00	0,00	0	2	23	0	0,00
2024-10-19	1000	0	0	24:00	100,00	0,00	0	3	18	0	0,00
2024-10-20	2380	0	0	24:00	100,00	0,00	0	2	5	0	0,00
2024-10-21	910	0	0	24:00	100,00	0,00	0	3	26	0	0,00
2024-10-22	549	0	727	24:00	100,00	0,00	0	3	200	1	0,50
2024-10-23	906	0	148	24:00	100,00	0,00	0	3	125	0	0,00
2024-10-24	572	0	145	24:00	100,00	0,00	0	4	101	0	0,00
2024-10-25	772	0	140	24:00	100,00	0,00	0	3	89	0	0,00
2024-10-26	677	0	0	24:00	100,00	0,00	0	2	8	0	0,00
2024-10-27	683	0	0	24:00	100,00	0,00	0	2	5	0	0,00
2024-10-28	742	0	0	24:00	100,00	0,00	0	3	51	0	0,00
2024-10-29	506	0	0	24:00	100,00	0,00	0	3	66	0	0,00
2024-10-30	743	0	139	24:00	100,00	0,00	0	4	93	0	0,00
2024-10-31	755	0	0	24:00	100,00	0,00	0	2	53	0	0,00
2024-11-01	602	0	0	24:00	100,00	0,00	0	3	61	0	0,00
2024-11-02	771	0	0	24:00	100,00	0,00	0	2	19	0	0,00
2024-11-03	702	0	0	24:00	100,00	0,00	0	2	12	0	0,00
2024-11-04	643	0	0	24:00	100,00	0,00	0	2	79	0	0,00
2024-11-05	503	0	0	24:00	100,00	0,00	0	2	97	0	0,00
2024-11-06	893	0	0	24:00	100,00	0,00	0	2	61	0	0,00
2024-11-07	763	0	0	24:00	100,00	0,00	0	2	45	0	0,00
2024-11-08	681	0	0	24:00	100,00	0,00	0	1	11	0	0,00
2024-11-09	715	0	0	24:00	100,00	0,00	0	1	10	0	0,00
2024-11-10	713	0	0	24:00	100,00	0,00	0	1	21	0	0,00
2024-11-11	736	0	175	23:57	99,82	0,18	152	3	106	12	11,32
2024-11-12	715	0	0	24:00	100,00	0,00	0	2	28	0	0,00
2024-11-13	471	0	0	24:00	100,00	0,00	0	3	35	0	0,00
2024-11-14	413	0	0	24:00	100,00	0,00	0	3	85	0	0,00
2024-11-15	592	0	0	24:00	100,00	0,00	0	1	14	0	0,00

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		Distinct TPPs	API requests	Errors	Error Rate
	Date	msec		(hh:mm)	(%)	(%)	(sec)	(#)	(#)	(#)	(%)
2024-11-16	665	0	0	24:00	100,00	0,00	0	1	16	0	0,00
2024-11-17	631	0	0	24:00	100,00	0,00	0	1	9	0	0,00
2024-11-18	580	0	0	24:00	100,00	0,00	0	2	45	0	0,00
2024-11-19	501	0	0	24:00	100,00	0,00	0	2	55	0	0,00
2024-11-20	473	0	0	24:00	100,00	0,00	0	2	56	0	0,00
2024-11-21	646	0	0	24:00	100,00	0,00	0	2	17	1	5,88
2024-11-22	442	0	0	20:20	84,45	15,55	13436	1	22	12	54,55
2024-11-23	498	0	0	19:20	80,37	19,63	16962	2	28	11	39,29
2024-11-24	560	0	0	20:20	84,46	15,54	13430	1	21	6	28,57
2024-11-25	450	0	0	13:50	55,99	44,01	38027	2	121	26	21,49
2024-11-26	447	0	0	23:43	98,81	1,19	1032	2	82	9	10,98
2024-11-27	524	0	0	24:00	100,00	0,00	0	2	23	0	0,00
2024-11-28	468	0	0	0:00	99,97	0,03	29	2	72	17	23,61
2024-11-29	484	0	0	24:00	100,00	0,00	0	3	30	0	0,00
2024-11-30	619	0	0	24:00	100,00	0,00	0	1	4	0	0,00
2024-12-01	753	0	0	24:00	100,00	0,00	0	1	4	0	0,00
2024-12-02	995	0	0	24:00	100,00	0,00	0	2	19	1	5,26
2024-12-03	638	0	0	24:00	100,00	0,00	0	1	27	0	0,00
2024-12-04	537	0	0	24:00	100,00	0,00	0	3	25	0	0,00
2024-12-05	569	0	0	24:00	100,00	0,00	0	1	19	0	0,00
2024-12-06	759	0	0	24:00	100,00	0,00	0	1	17	0	0,00
2024-12-07	830	0	0	24:00	100,00	0,00	0	1	7	0	0,00
2024-12-08	648	0	0	24:00	100,00	0,00	0	1	12	0	0,00
2024-12-09	735	0	0	24:00	100,00	0,00	0	3	18	0	0,00
2024-12-10	689	0	0	24:00	100,00	0,00	0	4	30	0	0,00
2024-12-11	483	0	0	24:00	100,00	0,00	0	3	24	0	0,00
2024-12-12	652	0	0	24:00	100,00	0,00	0	2	15	0	0,00
2024-12-13	445	0	0	24:00	100,00	0,00	0	1	50	0	0,00
2024-12-14	603	0	0	24:00	100,00	0,00	0	1	3	0	0,00
2024-12-15	664	0	0	24:00	100,00	0,00	0	1	5	0	0,00
2024-12-16	484	0	0	24:00	100,00	0,00	0	3	30	0	0,00
2024-12-17	654	0	0	24:00	100,00	0,00	0	1	22	0	0,00
2024-12-18	515	0	0	24:00	100,00	0,00	0	2	27	0	0,00
2024-12-19	616	0	0	24:00	100,00	0,00	0	1	10	0	0,00
2024-12-20	543	0	0	24:00	100,00	0,00	0	2	28	0	0,00
2024-12-21	566	0	0	24:00	100,00	0,00	0	1	9	0	0,00
2024-12-22	659	0	0	24:00	100,00	0,00	0	1	8	0	0,00
2024-12-23	522	0	0	24:00	100,00	0,00	0	2	63	0	0,00
2024-12-24	579	0	0	24:00	100,00	0,00	0	2	49	0	0,00
2024-12-25	722	0	0	24:00	100,00	0,00	0	2	33	0	0,00
2024-12-26	701	0	0	24:00	100,00	0,00	0	2	33	0	0,00
2024-12-27	504	0	0	24:00	100,00	0,00	0	3	80	0	0,00
2024-12-28	646	0	0	24:00	100,00	0,00	0	2	41	0	0,00
2024-12-29	603	0	0	24:00	100,00	0,00	0	2	36	0	0,00
2024-12-30	454	0	0	24:00	100,00	0,00	0	3	85	0	0,00
2024-12-31	621	0	0	24:00	100,00	0,00	0	1	39	0	0,00
quarterly average value	696	0	246	23:45	98,95	1,05	903	2	42	1,0	2,19