

Quarterly report overview

KPI measurements Statistic



period: 2025-01-01 until 2025-03-31

Compare of quarterly average value for reachability & availability

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

Uptime/Downtime (hh:mm)	Downtime	Operating time
Wealth Management Portal + App	0:00	24:00
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	975	242	n.a.*
Berenberg PSD2 Open Banking	565	265	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	%
2025-01-01	920	233	100%	24:00	00:00	0%
2025-01-02	923	248	100%	24:00	00:00	0%
2025-01-03	945	256	100%	24:00	00:00	0%
2025-01-04	883	231	100%	24:00	00:00	0%
2025-01-05	910	251	100%	24:00	00:00	0%
2025-01-06	930	239	100%	24:00	00:00	0%
2025-01-07	968	249	100%	24:00	00:00	0%
2025-01-08	997	251	100%	24:00	00:00	0%
2025-01-09	1097	232	100%	24:00	00:00	0%
2025-01-10	1048	282	100%	24:00	00:00	0%
2025-01-11	955	260	100%	24:00	00:00	0%
2025-01-12	1123	259	100%	24:00	00:00	0%
2025-01-13	1020	243	100%	24:00	00:00	0%
2025-01-14	966	241	100%	24:00	00:00	0%
2025-01-15	944	242	100%	24:00	00:00	0%
2025-01-16	923	233	100%	24:00	00:00	0%
2025-01-17	898	238	100%	24:00	00:00	0%
2025-01-18	908	251	100%	24:00	00:00	0%
2025-01-19	976	275	100%	24:00	00:00	0%
2025-01-20	982	253	100%	24:00	00:00	0%
2025-01-21	1033	278	100%	24:00	00:00	0%
2025-01-22	1020	240	100%	24:00	00:00	0%
2025-01-23	986	226	100%	24:00	00:00	0%
2025-01-24	1030	236	100%	24:00	00:00	0%
2025-01-25	929	238	100%	24:00	00:00	0%
2025-01-26	908	244	100%	24:00	00:00	0%
2025-01-27	1023	245	100%	24:00	00:00	0%
2025-01-28	1012	241	100%	24:00	00:00	0%
2025-01-29	1019	240	100%	24:00	00:00	0%
2025-01-30	1035	249	100%	24:00	00:00	0%
2025-01-31	1034	260	100%	24:00	00:00	0%
2025-02-01	1002	241	100%	24:00	00:00	0%
2025-02-02	1020	232	100%	24:00	00:00	0%
2025-02-03	1074	232	100%	24:00	00:00	0%
2025-02-04	1075	231	100%	24:00	00:00	0%
2025-02-05	1013	238	100%	24:00	00:00	0%
2025-02-06	1007	234	100%	24:00	00:00	0%
2025-02-07	989	230	100%	24:00	00:00	0%
2025-02-08	984	234	100%	24:00	00:00	0%
2025-02-09	985	240	100%	24:00	00:00	0%
2025-02-10	1002	235	100%	24:00	00:00	0%
2025-02-11	988	233	100%	24:00	00:00	0%
2025-02-12	1044	232	100%	24:00	00:00	0%
2025-02-13	1057	259	100%	24:00	00:00	0%
2025-02-14	1031	250	100%	24:00	00:00	0%
2025-02-15	879	232	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	%
2025-02-16	919	226	100%	24:00	00:00	0%
2025-02-17	961	246	100%	24:00	00:00	0%
2025-02-18	950	232	100%	24:00	00:00	0%
2025-02-19	951	247	100%	24:00	00:00	0%
2025-02-20	957	250	100%	24:00	00:00	0%
2025-02-21	956	247	100%	24:00	00:00	0%
2025-02-22	926	254	100%	24:00	00:00	0%
2025-02-23	880	255	100%	24:00	00:00	0%
2025-02-24	940	255	100%	24:00	00:00	0%
2025-02-25	989	246	100%	24:00	00:00	0%
2025-02-26	957	254	100%	24:00	00:00	0%
2025-02-27	941	233	100%	24:00	00:00	0%
2025-02-28	917	234	100%	24:00	00:00	0%
2025-03-01	871	223	100%	24:00	00:00	0%
2025-03-02	940	233	100%	24:00	00:00	0%
2025-03-03	906	229	100%	24:00	00:00	0%
2025-03-04	975	224	100%	24:00	00:00	0%
2025-03-05	954	231	100%	24:00	00:00	0%
2025-03-06	932	231	100%	24:00	00:00	0%
2025-03-07	955	241	100%	24:00	00:00	0%
2025-03-08	902	232	100%	24:00	00:00	0%
2025-03-09	876	230	100%	24:00	00:00	0%
2025-03-10	981	234	100%	24:00	00:00	0%
2025-03-11	972	233	100%	24:00	00:00	0%
2025-03-12	949	231	100%	24:00	00:00	0%
2025-03-13	948	233	100%	24:00	00:00	0%
2025-03-14	916	232	100%	24:00	00:00	0%
2025-03-15	861	234	100%	24:00	00:00	0%
2025-03-16	895	233	100%	24:00	00:00	0%
2025-03-17	952	251	100%	24:00	00:00	0%
2025-03-18	968	244	100%	24:00	00:00	0%
2025-03-19	965	227	100%	24:00	00:00	0%
2025-03-20	961	239	100%	24:00	00:00	0%
2025-03-21	972	252	100%	24:00	00:00	0%
2025-03-22	939	247	100%	24:00	00:00	0%
2025-03-23	935	253	100%	24:00	00:00	0%
2025-03-24	1045	243	100%	24:00	00:00	0%
2025-03-25	1057	239	100%	24:00	00:00	0%
2025-03-26	1059	249	100%	24:00	00:00	0%
2025-03-27	1063	240	100%	24:00	00:00	0%
2025-03-28	1102	243	100%	24:00	00:00	0%
2025-03-29	1076	237	100%	24:00	00:00	0%
2025-03-30	1006	238	100%	24:00	00:00	0%
2025-03-31	1065	254	100%	24:00	00:00	0%
quarterly average value	975	242	100%	24:00	0:00	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)	(#)	(#)	(#)	(%)
2025-01-01	665	0	0	24:00	100	0	0	2	24	0	0
2025-01-02	645	0	0	24:00	100	0	0	3	41	0	0
2025-01-03	492	0	0	24:00	100	0	0	4	46	0	0
2025-01-04	616	0	0	24:00	100	0	0	2	17	0	0
2025-01-05	632	0	0	24:00	100	0	0	2	5	0	0
2025-01-06	567	0	0	24:00	100	0	0	3	43	2	5
2025-01-07	582	0	0	24:00	100	0	0	2	45	0	0
2025-01-08	581	0	0	24:00	100	0	0	2	24	0	0
2025-01-09	614	0	0	24:00	100	0	0	2	30	0	0
2025-01-10	437	0	0	24:00	100	0	0	4	79	0	0
2025-01-11	603	0	0	24:00	100	0	0	2	11	0	0
2025-01-12	566	0	0	24:00	100	0	0	2	49	0	0
2025-01-13	586	0	0	24:00	100	0	0	3	57	0	0
2025-01-14	652	0	0	24:00	100	0	0	1	40	0	0
2025-01-15	653	0	0	24:00	100	0	0	3	54	0	0
2025-01-16	677	0	0	24:00	100	0	0	3	56	0	0
2025-01-17	641	0	0	24:00	100	0	0	4	63	0	0
2025-01-18	588	0	0	24:00	100	0	0	2	54	0	0
2025-01-19	557	0	0	24:00	100	0	0	2	21	9	43
2025-01-20	436	0	0	24:00	100	0	0	5	59	0	0
2025-01-21	427	0	0	24:00	100	0	0	3	40	0	0
2025-01-22	646	0	0	24:00	100	0	0	3	22	0	0
2025-01-23	420	0	0	24:00	100	0	0	4	37	0	0
2025-01-24	623	0	0	24:00	100	0	0	3	22	0	0
2025-01-25	561	0	0	24:00	100	0	0	2	11	0	0
2025-01-26	369	0	0	24:00	100	0	0	3	64	0	0
2025-01-27	480	0	0	24:00	100	0	0	4	41	0	0
2025-01-28	608	0	0	24:00	100	0	0	2	50	0	0
2025-01-29	532	0	0	24:00	100	0	0	3	42	0	0
2025-01-30	577	0	0	24:00	100	0	0	3	20	0	0
2025-01-31	600	0	0	24:00	100	0	0	2	28	0	0
2025-02-01	402	0	0	24:00	100	0	0	3	46	0	0
2025-02-02	595	0	0	24:00	100	0	0	2	10	0	0
2025-02-03	442	0	0	24:00	100	0	0	4	17	0	0
2025-02-04	612	0	0	24:00	100	0	0	1	7	0	0
2025-02-05	770	0	0	24:00	100	0	0	3	14	0	0
2025-02-06	576	0	0	24:00	100	0	0	3	10	0	0
2025-02-07	724	0	0	24:00	100	0	0	2	10	0	0
2025-02-08	372	0	0	24:00	100	0	0	2	68	0	0
2025-02-09	709	0	0	24:00	100	0	0	1	3	0	0
2025-02-10	472	0	0	24:00	100	0	0	3	25	0	0
2025-02-11	745	0	0	24:00	100	0	0	1	11	0	0
2025-02-12	340	0	0	24:00	100	0	0	3	55	0	0
2025-02-13	775	0	0	24:00	100	0	0	3	12	0	0
2025-02-14	187	0	0	24:00	100	0	0	5	172	0	0
2025-02-15	623	0	0	24:00	100	0	0	1	3	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)	(#)	(#)	(#)	(%)
2025-02-16	580	0	0	24:00	100	0	0	2	11	0	0
2025-02-17	129	0	0	24:00	100	0	0	3	292	0	0
2025-02-18	535	0	0	24:00	100	0	0	3	29	0	0
2025-02-19	506	0	265	24:00	100	0	0	3	46	0	0
2025-02-20	528	0	0	24:00	100	0	0	4	29	0	0
2025-02-21	565	0	0	24:00	100	0	0	3	18	0	0
2025-02-22	686	0	0	24:00	100	0	0	2	15	0	0
2025-02-23	766	0	0	24:00	100	0	0	2	13	0	0
2025-02-24	358	0	0	24:00	100	0	0	3	135	0	0
2025-02-25	695	0	0	24:00	100	0	0	1	17	0	0
2025-02-26	197	0	0	24:00	100	0	0	5	169	0	0
2025-02-27	571	0	0	24:00	100	0	0	3	39	0	0
2025-02-28	654	0	0	24:00	100	0	0	3	36	0	0
2025-03-01	648	0	0	24:00	100	0	0	2	13	0	0
2025-03-02	679	0	0	24:00	100	0	0	2	6	0	0
2025-03-03	676	0	0	24:00	100	0	0	2	12	0	0
2025-03-04	706	0	0	24:00	100	0	0	1	17	0	0
2025-03-05	553	0	0	24:00	100	0	0	3	19	0	0
2025-03-06	676	0	0	24:00	100	0	0	2	15	0	0
2025-03-07	587	0	0	24:00	100	0	0	3	19	0	0
2025-03-08	747	0	0	24:00	100	0	0	2	17	0	0
2025-03-09	140	0	0	24:00	100	0	0	3	141	0	0
2025-03-10	472	0	0	24:00	100	0	0	3	33	0	0
2025-03-11	412	0	0	24:00	100	0	0	2	78	0	0
2025-03-12	742	0	0	24:00	100	0	0	3	29	0	0
2025-03-13	725	0	0	24:00	100	0	0	2	35	0	0
2025-03-14	522	0	0	24:00	100	0	0	3	20	0	0
2025-03-15	698	0	0	24:00	100	0	0	2	6	0	0
2025-03-16	700	0	0	24:00	100	0	0	2	11	0	0
2025-03-17	526	0	0	24:00	100	0	0	2	21	0	0
2025-03-18	438	0	0	24:00	100	0	0	1	38	0	0
2025-03-19	731	0	0	24:00	100	0	0	2	25	0	0
2025-03-20	609	0	0	24:00	100	0	0	3	12	0	0
2025-03-21	732	0	0	24:00	100	0	0	2	11	0	0
2025-03-22	698	0	0	24:00	100	0	0	1	9	0	0
2025-03-23	n/a	0	0	24:00	100	0	0	0	0	0	0
2025-03-24	436	0	0	24:00	100	0	0	3	46	0	0
2025-03-25	470	0	0	24:00	100	0	0	1	83	0	0
2025-03-26	627	0	0	24:00	100	0	0	1	62	0	0
2025-03-27	696	0	0	24:00	100	0	0	2	28	0	0
2025-03-28	721	0	0	24:00	100	0	0	1	15	0	0
2025-03-29	409	0	0	24:00	100	0	0	1	47	0	0
2025-03-30	587	0	0	24:00	100	0	0	2	15	0	0
2025-03-31	745	0	0	24:00	100	0	0	1	26	0	0
quarterly average value	565	0	265	24:00	100	0	0	2	38	0,1	0,53