

Quarterly report overview

KPI measurements Statistic



period: 2025-04-01 until 2025-06-30

Compare of quarterly average value for reachability & availability

measured KPIs		
Uptime/Downtime (%)	Downtime	Operating time
Wealth Management Portal + App	0,02%	99,98%
Berenberg PSD2 Open Banking	0,25	99,75

Uptime/Downtime (hh:mm)	Downtime	Operating time
Wealth Management Portal + App	0:01	23:59
Berenberg PSD2 Open Banking	0:03	23:57

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	1200	244	n.a.*
Berenberg PSD2 Open Banking	666	383	409

* 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	%
2025-04-01	1152	243	100%	24:00	00:00	0%
2025-04-02	1250	241	100%	24:00	00:00	0%
2025-04-03	1275	232	100%	24:00	00:00	0%
2025-04-04	1330	241	100%	24:00	00:00	0%
2025-04-05	1205	244	100%	24:00	00:00	0%
2025-04-06	1085	237	100%	24:00	00:00	0%
2025-04-07	1161	226	100%	24:00	00:00	0%
2025-04-08	1295	243	100%	24:00	00:00	0%
2025-04-09	1245	247	100%	24:00	00:00	0%
2025-04-10	1221	238	100%	24:00	00:00	0%
2025-04-11	1246	223	100%	24:00	00:00	0%
2025-04-12	1243	228	100%	24:00	00:00	0%
2025-04-13	1325	231	100%	24:00	00:00	0%
2025-04-14	1063	228	100%	24:00	00:00	0%
2025-04-15	1271	231	100%	24:00	00:00	0%
2025-04-16	1255	231	100%	24:00	00:00	0%
2025-04-17	1232	237	100%	24:00	00:00	0%
2025-04-18	1293	230	100%	24:00	00:00	0%
2025-04-19	1274	275	100%	24:00	00:00	0%
2025-04-20	1231	278	100%	24:00	00:00	0%
2025-04-21	1231	234	100%	24:00	00:00	0%
2025-04-22	1456	237	100%	24:00	00:00	0%
2025-04-23	1253	239	100%	24:00	00:00	0%
2025-04-24	1225	234	100%	24:00	00:00	0%
2025-04-25	1210	228	100%	24:00	00:00	0%
2025-04-26	1169	232	100%	24:00	00:00	0%
2025-04-27	1214	245	100%	24:00	00:00	0%
2025-04-28	1157	234	100%	24:00	00:00	0%
2025-04-29	1278	234	100%	24:00	00:00	0%
2025-04-30	1340	242	100%	24:00	00:00	0%
2025-05-01	1290	241	100%	24:00	00:00	0%
2025-05-02	1320	223	100%	24:00	00:00	0%
2025-05-03	1231	247	100%	24:00	00:00	0%
2025-05-04	1154	240	100%	24:00	00:00	0%
2025-05-05	1188	223	100%	24:00	00:00	0%
2025-05-06	1284	236	100%	24:00	00:00	0%
2025-05-07	1130	231	100%	24:00	00:00	0%
2025-05-08	1128	226	100%	24:00	00:00	0%
2025-05-09	1059	228	100%	24:00	00:00	0%
2025-05-10	1094	245	100%	24:00	00:00	0%
2025-05-11	1010	217	100%	24:00	00:00	0%
2025-05-12	1066	227	100%	24:00	00:00	0%
2025-05-13	1239	231	98,61%	23:40	00:20	1,39%
2025-05-14	1253	235	100%	24:00	00:00	0%
2025-05-15	1196	238	100%	24:00	00:00	0%
2025-05-16	1187	233	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	%
2025-05-17	1286	224	100%	24:00	00:00	0%
2025-05-18	1204	241	100%	24:00	00:00	0%
2025-05-19	1185	234	100%	24:00	00:00	0%
2025-05-20	1273	221	100%	24:00	00:00	0%
2025-05-21	1224	220	100%	24:00	00:00	0%
2025-05-22	1099	238	100%	24:00	00:00	0%
2025-05-23	1210	220	100%	24:00	00:00	0%
2025-05-24	1077	223	100%	24:00	00:00	0%
2025-05-25	1041	209	100%	24:00	00:00	0%
2025-05-26	1040	219	100%	24:00	00:00	0%
2025-05-27	1088	213	100%	24:00	00:00	0%
2025-05-28	1150	264	100%	24:00	00:00	0%
2025-05-29	1282	223	100%	24:00	00:00	0%
2025-05-30	1081	220	100%	24:00	00:00	0%
2025-05-31	1152	217	100%	24:00	00:00	0%
2025-06-01	1074	232	100%	24:00	00:00	0%
2025-06-02	1143	222	100%	24:00	00:00	0%
2025-06-03	1328	221	100%	24:00	00:00	0%
2025-06-04	1226	222	100%	24:00	00:00	0%
2025-06-05	1286	229	100%	24:00	00:00	0%
2025-06-06	1179	230	100%	24:00	00:00	0%
2025-06-07	1238	291	100%	24:00	00:00	0%
2025-06-08	1167	289	100%	24:00	00:00	0%
2025-06-09	1138	247	100%	24:00	00:00	0%
2025-06-10	1337	264	100%	24:00	00:00	0%
2025-06-11	1194	298	100%	24:00	00:00	0%
2025-06-12	1223	250	100%	24:00	00:00	0%
2025-06-13	1188	259	100%	24:00	00:00	0%
2025-06-14	1402	291	100%	24:00	00:00	0%
2025-06-15	1202	274	100%	24:00	00:00	0%
2025-06-16	1158	267	100%	24:00	00:00	0%
2025-06-17	1294	294	100%	24:00	00:00	0%
2025-06-18	1146	271	100%	24:00	00:00	0%
2025-06-19	1137	266	100%	24:00	00:00	0%
2025-06-20	1109	286	100%	24:00	00:00	0%
2025-06-21	1226	261	100%	24:00	00:00	0%
2025-06-22	1047	311	100%	24:00	00:00	0%
2025-06-23	1044	262	100%	24:00	00:00	0%
2025-06-24	1116	279	100%	24:00	00:00	0%
2025-06-25	1107	276	100%	24:00	00:00	0%
2025-06-26	1132	252	100%	24:00	00:00	0%
2025-06-27	1156	296	100%	24:00	00:00	0%
2025-06-28	1290	279	100%	24:00	00:00	0%
2025-06-29	1297	257	100%	24:00	00:00	0%
2025-06-30	1177	310	100%	24:00	00:00	0%
quarterly average value	1200	244	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
	msec			(hh:mm)	(%)	(%)	(sec)	(#)	(#)	(#)	(%)
2025-04-01	503	0	0	24:00	100	0	0	1	48	0	0
2025-04-02	779	0	0	24:00	100	0	0	1	22	0	0
2025-04-03	556	0	0	24:00	100	0	0	2	69	0	0
2025-04-04	635	0	0	24:00	100	0	0	2	44	0	0
2025-04-05	577	0	0	24:00	100	0	0	2	28	0	0
2025-04-06	832	0	0	24:00	100	0	0	1	3	0	0
2025-04-07	669	0	0	24:00	100	0	0	1	43	0	0
2025-04-08	749	0	0	24:00	100	0	0	1	44	0	0
2025-04-09	725	0	0	24:00	100	0	0	1	38	0	0
2025-04-10	521	0	0	24:00	100	0	0	2	68	0	0
2025-04-11	598	0	0	24:00	100	0	0	1	15	0	0
2025-04-12	797	0	0	24:00	100	0	0	1	3	0	0
2025-04-13	400	0	0	24:00	100	0	0	1	38	0	0
2025-04-14	616	0	0	24:00	100	0	0	2	32	0	0
2025-04-15	715	0	0	24:00	100	0	0	1	29	0	0
2025-04-16	718	0	0	24:00	100	0	0	1	29	0	0
2025-04-17	528	0	0	24:00	100	0	0	2	31	0	0
2025-04-18	715	0	0	24:00	100	0	0	1	3	0	0
2025-04-19	747	0	0	24:00	100	0	0	1	3	0	0
2025-04-20	653	0	0	24:00	100	0	0	1	6	0	0
2025-04-21	737	0	0	24:00	100	0	0	1	3	0	0
2025-04-22	610	0	0	24:00	100	0	0	2	46	0	0
2025-04-23	606	0	0	24:00	100	0	0	2	62	0	0
2025-04-24	592	0	0	24:00	100	0	0	2	49	0	0
2025-04-25	620	0	0	24:00	100	0	0	2	38	0	0
2025-04-26	720	0	0	24:00	100	0	0	1	30	0	0
2025-04-27	0	0	0	24:00	100	0	0	0	0	0	0
2025-04-28	617	0	0	24:00	100	0	0	2	28	0	0
2025-04-29	507	0	0	24:00	100	0	0	2	71	0	0
2025-04-30	779	0	0	24:00	100	0	0	2	36	0	0
2025-05-01	747	0	0	24:00	100	0	0	1	3	0	0
2025-05-02	591	0	0	24:00	100	0	0	2	65	0	0
2025-05-03	743	0	0	24:00	100	0	0	1	36	0	0
2025-05-04	687	0	0	24:00	100	0	0	1	2	0	0
2025-05-05	608	0	0	24:00	100	0	0	2	59	0	0
2025-05-06	654	0	0	24:00	100	0	0	2	38	0	0
2025-05-07	660	0	0	24:00	100	0	0	2	24	0	0
2025-05-08	726	0	0	24:00	100	0	0	3	68	0	0
2025-05-09	675	0	0	24:00	100	0	0	2	29	0	0
2025-05-10	701	0	0	24:00	100	0	0	2	9	0	0
2025-05-11	0	0	0	24:00	100	0	0	0	0	0	0
2025-05-12	605	0	0	24:00	100	0	0	2	58	0	0
2025-05-13	637	0	0	24:00	100	0	0	3	39	0	0
2025-05-14	690	0	0	24:00	100	0	0	1	30	0	0
2025-05-15	705	0	0	24:00	100	0	0	1	35	0	0
2025-05-16	565	0	0	24:00	100	0	0	2	29	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)	(#)	(#)	(#)	(%)
2025-05-17	686	0	0	24:00	100	0	0	1	10	0	0
2025-05-18	668	0	0	24:00	100	0	0	1	3	0	0
2025-05-19	650	0	0	24:00	100	0	0	1	24	0	0
2025-05-20	275	0	0	24:00	100	0	0	1	175	0	0
2025-05-21	699	0	0	24:00	100	0	0	1	17	0	0
2025-05-22	606	0	0	24:00	100	0	0	2	42	0	0
2025-05-23	665	0	0	24:00	100	0	0	1	38	0	0
2025-05-24	564	0	0	24:00	100	0	0	1	5	0	0
2025-05-25	683	0	0	24:00	100	0	0	1	20	0	0
2025-05-26	782	0	0	24:00	100	0	0	2	23	0	0
2025-05-27	764	0	0	24:00	100	0	0	1	43	0	0
2025-05-28	688	0	0	24:00	100	0	0	2	39	0	0
2025-05-29	702	0	0	24:00	100	0	0	1	17	0	0
2025-05-30	811	0	0	24:00	100	0	0	1	5	0	0
2025-05-31	0	0	0	24:00	100	0	0	0	0	0	0
2025-06-01	644	0	0	24:00	100	0	0	2	14	0	0
2025-06-02	777	0	0	24:00	100	0	0	1	11	0	0
2025-06-03	282	0	0	24:00	100	0	0	2	175	0	0
2025-06-04	1059	0	0	24:00	100	0	0	1	5	0	0
2025-06-05	720	0	0	24:00	100	0	0	1	13	0	0
2025-06-06	767	0	0	24:00	100	0	0	1	30	0	0
2025-06-07	759	0	0	24:00	100	0	0	1	9	0	0
2025-06-08	927	0	0	24:00	100	0	0	1	3	0	0
2025-06-09	850	0	0	24:00	100	0	0	1	3	0	0
2025-06-10	407	354	420	18:23	77	23	20230	4	92	12	13
2025-06-11	292	0	0	24:00	100	0	0	1	104	0	0
2025-06-12	570	463	345	24:00	100	0	0	3	102	0	0
2025-06-13	675	0	0	24:00	100	0	0	1	26	0	0
2025-06-14	711	0	0	24:00	100	0	0	1	13	0	0
2025-06-15	666	0	0	24:00	100	0	0	1	6	0	0
2025-06-16	737	0	0	24:00	100	0	0	1	34	0	0
2025-06-17	451	0	0	24:00	100	0	0	3	53	0	0
2025-06-18	554	0	0	24:00	100	0	0	2	22	0	0
2025-06-19	774	0	0	24:00	100	0	0	1	12	0	0
2025-06-20	939	0	0	24:00	100	0	0	1	10	0	0
2025-06-21	0	0	0	24:00	100	0	0	0	0	0	0
2025-06-22	909	0	0	24:00	100	0	0	1	5	0	0
2025-06-23	844	0	0	24:00	100	0	0	1	14	0	0
2025-06-24	795	0	0	24:00	100	0	0	1	14	0	0
2025-06-25	565	0	0	24:00	100	0	0	2	25	0	0
2025-06-26	172	0	0	24:00	100	0	0	2	139	0	0
2025-06-27	766	0	0	24:00	100	0	0	2	22	0	0
2025-06-28	841	0	0	24:00	100	0	0	1	23	0	0
2025-06-29	709	0	0	24:00	100	0	0	1	22	0	0
2025-06-30	746	0	0	24:00	100	0	0	1	25	0	0
quarterly average value	666	409	383	23:57	99,75	0,25	222	1	33	0,1	0,14