

Quarterly report overview

KPI measurements Statistic



period: 2025-07-01 until 2025-09-30

Compare of quarterly average value for reachability & availability

measured KPIs		
Uptime/Downtime (%)	Downtime	Operating time
Wealth Management Portal + App	0,00%	100,00%
Berenberg PSD2 Open Banking	0,34%	99,66%

Uptime/Downtime (hh:mm)	Downtime	Operating time
Wealth Management Portal + App	0:00	24:00
Berenberg PSD2 Open Banking	0:05	23:55

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	1359	325	n.a.*
Berenberg PSD2 Open Banking	799	0	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	%
2025-07-01	1405	274	100%	24:00	00:00	0%
2025-07-02	1330	282	100%	24:00	00:00	0%
2025-07-03	1354	276	100%	24:00	00:00	0%
2025-07-04	1326	283	100%	24:00	00:00	0%
2025-07-05	1254	284	100%	24:00	00:00	0%
2025-07-06	1170	277	100%	24:00	00:00	0%
2025-07-07	1215	261	100%	24:00	00:00	0%
2025-07-08	1299	272	100%	24:00	00:00	0%
2025-07-09	1286	265	100%	24:00	00:00	0%
2025-07-10	1241	269	100%	24:00	00:00	0%
2025-07-11	1230	259	100%	24:00	00:00	0%
2025-07-12	1193	257	100%	24:00	00:00	0%
2025-07-13	1164	267	100%	24:00	00:00	0%
2025-07-14	1212	262	100%	24:00	00:00	0%
2025-07-15	1234	269	100%	24:00	00:00	0%
2025-07-16	1218	261	100%	24:00	00:00	0%
2025-07-17	1230	277	100%	24:00	00:00	0%
2025-07-18	1067	271	100%	24:00	00:00	0%
2025-07-19	1137	248	100%	24:00	00:00	0%
2025-07-20	1376	298	100%	24:00	00:00	0%
2025-07-21	1191	278	100%	24:00	00:00	0%
2025-07-22	1145	268	100%	24:00	00:00	0%
2025-07-23	1142	272	100%	24:00	00:00	0%
2025-07-24	1142	282	100%	24:00	00:00	0%
2025-07-25	1517	317	100%	24:00	00:00	0%
2025-07-26	1537	311	100%	24:00	00:00	0%
2025-07-27	1365	274	100%	24:00	00:00	0%
2025-07-28	1523	311	100%	24:00	00:00	0%
2025-07-29	1574	308	100%	24:00	00:00	0%
2025-07-30	1528	310	100%	24:00	00:00	0%
2025-07-31	1558	303	100%	24:00	00:00	0%
2025-08-01	1485	298	100%	24:00	00:00	0%
2025-08-02	1452	302	100%	24:00	00:00	0%
2025-08-03	1763	295	100%	24:00	00:00	0%
2025-08-04	1717	370	100%	24:00	00:00	0%
2025-08-05	1869	454	100%	24:00	00:00	0%
2025-08-06	1976	459	100%	24:00	00:00	0%
2025-08-07	2174	600	100%	24:00	00:00	0%
2025-08-08	2036	534	100%	24:00	00:00	0%
2025-08-09	1782	295	100%	24:00	00:00	0%
2025-08-10	1240	263	100%	24:00	00:00	0%
2025-08-11	1947	586	100%	24:00	00:00	0%
2025-08-12	2164	666	100%	24:00	00:00	0%
2025-08-13	2170	759	100%	24:00	00:00	0%
2025-08-14	1658	369	100%	24:00	00:00	0%
2025-08-15	1553	311	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	%
2025-08-16	1373	302	100%	24:00	00:00	0%
2025-08-17	1324	288	100%	24:00	00:00	0%
2025-08-18	2360	691	100%	24:00	00:00	0%
2025-08-19	1998	403	100%	24:00	00:00	0%
2025-08-20	1424	305	100%	24:00	00:00	0%
2025-08-21	1244	286	100%	24:00	00:00	0%
2025-08-22	1147	286	100%	24:00	00:00	0%
2025-08-23	1157	278	100%	24:00	00:00	0%
2025-08-24	1100	308	100%	24:00	00:00	0%
2025-08-25	1177	329	100%	24:00	00:00	0%
2025-08-26	1252	342	100%	24:00	00:00	0%
2025-08-27	1365	370	100%	24:00	00:00	0%
2025-08-28	1248	363	100%	24:00	00:00	0%
2025-08-29	1274	322	100%	24:00	00:00	0%
2025-08-30	1300	381	100%	24:00	00:00	0%
2025-08-31	1094	315	100%	24:00	00:00	0%
2025-09-01	1306	295	100%	24:00	00:00	0%
2025-09-02	1203	278	100%	24:00	00:00	0%
2025-09-03	1070	292	100%	24:00	00:00	0%
2025-09-04	1108	298	100%	24:00	00:00	0%
2025-09-05	1125	290	100%	24:00	00:00	0%
2025-09-06	1161	299	100%	24:00	00:00	0%
2025-09-07	1008	293	100%	24:00	00:00	0%
2025-09-08	1197	285	100%	24:00	00:00	0%
2025-09-09	1256	295	100%	24:00	00:00	0%
2025-09-10	1309	302	100%	24:00	00:00	0%
2025-09-11	1172	297	100%	24:00	00:00	0%
2025-09-12	1081	302	100%	24:00	00:00	0%
2025-09-13	1167	284	100%	24:00	00:00	0%
2025-09-14	1697	296	100%	24:00	00:00	0%
2025-09-15	1093	305	100%	24:00	00:00	0%
2025-09-16	1221	306	100%	24:00	00:00	0%
2025-09-17	1165	317	100%	24:00	00:00	0%
2025-09-18	1144	318	100%	24:00	00:00	0%
2025-09-19	1228	304	100%	24:00	00:00	0%
2025-09-20	1254	325	100%	24:00	00:00	0%
2025-09-21	1266	300	100%	24:00	00:00	0%
2025-09-22	1173	307	100%	24:00	00:00	0%
2025-09-23	1203	316	100%	24:00	00:00	0%
2025-09-24	1159	323	100%	24:00	00:00	0%
2025-09-25	1225	301	100%	24:00	00:00	0%
2025-09-26	1200	305	100%	24:00	00:00	0%
2025-09-27	1198	307	100%	24:00	00:00	0%
2025-09-28	1148	327	100%	24:00	00:00	0%
2025-09-29	1246	311	100%	24:00	00:00	0%
2025-09-30	1244	314	100%	24:00	00:00	0%
quarterly average value	1359	325	100,00%	24:00	0:00	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	Downtime	Distinct TPPs	API requests	Errors	Error Rate
Date	msec			(hh:mm)	(%)	(%)	(sec)	(#)	(#)	(#)	(%)
2025-07-01	874	0	0	24:00	100%	0%	0	1	28	0	0%
2025-07-02	325	0	0	24:00	100%	0%	0	1	52	0	0%
2025-07-03	323	0	0	24:00	100%	0%	0	1	31	0	0%
2025-07-04	371	0	0	24:00	100%	0%	0	2	83	0	0%
2025-07-05	789	0	0	24:00	100%	0%	0	1	13	0	0%
2025-07-06	668	0	0	24:00	100%	0%	0	1	8	0	0%
2025-07-07	1032	0	0	24:00	100%	0%	0	1	17	0	0%
2025-07-08	918	0	0	24:00	100%	0%	0	1	11	0	0%
2025-07-09	841	0	0	24:00	100%	0%	0	1	16	0	0%
2025-07-10	830	0	0	24:00	100%	0%	0	1	9	0	0%
2025-07-11	769	0	0	24:00	100%	0%	0	1	8	0	0%
2025-07-12	733	0	0	24:00	100%	0%	0	1	15	0	0%
2025-07-13	531	0	0	24:00	100%	0%	0	2	15	0	0%
2025-07-14	798	0	0	24:00	100%	0%	0	1	30	0	0%
2025-07-15	770	0	0	24:00	100%	0%	0	1	32	0	0%
2025-07-16	813	0	0	24:00	100%	0%	0	1	28	0	0%
2025-07-17	853	0	0	24:00	100%	0%	0	1	17	0	0%
2025-07-18	1157	0	0	24:00	100%	0%	0	1	16	0	0%
2025-07-19	774	0	0	24:00	100%	0%	0	1	3	0	0%
2025-07-20	916	0	0	24:00	100%	0%	0	1	3	0	0%
2025-07-21	705	0	0	24:00	100%	0%	0	2	63	0	0%
2025-07-22	718	0	0	24:00	100%	0%	0	1	29	0	0%
2025-07-23	908	0	0	24:00	100%	0%	0	1	29	0	0%
2025-07-24	1015	0	0	24:00	100%	0%	0	1	12	0	0%
2025-07-25	793	0	0	24:00	100%	0%	0	2	27	0	0%
2025-07-26	865	0	0	24:00	100%	0%	0	1	17	0	0%
2025-07-27	n/a	0	0	24:00	100%	0%	0	0	0	0	0%
2025-07-28	891	0	0	24:00	100%	0%	0	1	27	0	0%
2025-07-29	760	0	0	24:00	100%	0%	0	2	19	0	0%
2025-07-30	649	0	0	24:00	100%	0%	0	2	30	0	0%
2025-07-31	1641	0	0	24:00	100%	0%	0	2	31	1	3,23%
2025-08-01	1008	0	0	24:00	100%	0%	0	1	12	0	0%
2025-08-02	766	0	0	24:00	100%	0%	0	1	6	0	0%
2025-08-03	978	0	0	24:00	100%	0%	0	1	3	0	0%
2025-08-04	782	0	0	24:00	100%	0%	0	2	47	0	0%
2025-08-05	1579	0	0	24:00	100%	0%	0	3	39	2	5%
2025-08-06	679	0	0	24:00	100%	0%	0	3	48	0	0%
2025-08-07	923	0	0	24:00	100%	0%	0	2	25	0	0%
2025-08-08	1011	0	0	24:00	100%	0%	0	2	36	0	0%
2025-08-09	705	0	0	24:00	100%	0%	0	1	3	0	0%
2025-08-10	543	0	0	24:00	100%	0%	0	2	9	0	0%
2025-08-11	1224	0	0	24:00	100%	0%	0	1	16	0	0%
2025-08-12	1006	0	0	24:00	100%	0%	0	2	43	0	0%
2025-08-13	945	0	0	24:00	100%	0%	0	1	10	0	0%
2025-08-14	964	0	0	24:00	100%	0%	0	1	20	0	0%
2025-08-15	656	0	0	24:00	100%	0%	0	3	34	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)	(#)	(#)	(#)	(%)
2025-08-16	818	0	0	24:00	100%	0%	0	2	23	0	0%
2025-08-17	666	0	0	24:00	100%	0%	0	2	12	0	0%
2025-08-18	1329	0	0	24:00	100%	0%	0	1	23	0	0%
2025-08-19	1349	0	0	24:00	100%	0%	0	1	10	0	0%
2025-08-20	911	0	0	24:00	100%	0%	0	1	17	0	0%
2025-08-21	698	0	0	24:00	100%	0%	0	2	40	0	0%
2025-08-22	861	0	0	24:00	100%	0%	0	1	43	0	0%
2025-08-23	756	0	0	24:00	100%	0%	0	1	38	0	0%
2025-08-24	770	0	0	24:00	100%	0%	0	1	11	0	0%
2025-08-25	1000	0	0	24:00	100%	0%	0	1	43	0	0%
2025-08-26	515	0	0	24:00	100%	0%	0	3	59	3	5%
2025-08-27	944	0	0	24:00	100%	0%	0	1	26	0	0%
2025-08-28	937	0	0	24:00	100%	0%	0	1	24	0	0%
2025-08-29	842	0	0	24:00	100%	0%	0	1	20	0	0%
2025-08-30	n/a	0	0	24:00	100%	0%	0	0	0	0	0%
2025-08-31	812	0	0	24:00	100%	0%	0	1	10	0	0%
2025-09-01	796	0	0	24:00	100%	0%	0	2	47	0	0%
2025-09-02	833	0	0	24:00	100%	0%	0	3	52	0	0%
2025-09-03	828	0	0	24:00	100%	0%	0	1	40	0	0%
2025-09-04	863	0	0	24:00	100%	0%	0	1	7	0	0%
2025-09-05	827	0	0	24:00	100%	0%	0	1	10	0	0%
2025-09-06	777	0	0	24:00	100%	0%	0	1	23	0	0%
2025-09-07	835	0	0	24:00	100%	0%	0	1	6	0	0%
2025-09-08	678	0	0	24:00	100%	0%	0	2	27	0	0%
2025-09-09	525	0	0	24:00	100%	0%	0	2	48	0	0%
2025-09-10	817	0	0	24:00	100%	0%	0	1	25	0	0%
2025-09-11	715	0	0	24:00	100%	0%	0	2	43	0	0%
2025-09-12	803	0	0	24:00	100%	0%	0	1	3	0	0%
2025-09-13	703	0	0	24:00	100%	0%	0	1	7	0	0%
2025-09-14	871	0	0	24:00	100%	0%	0	1	3	0	0%
2025-09-15	640	0	0	24:00	100%	0%	0	3	44	0	0%
2025-09-16	783	0	0	24:00	100%	0%	0	1	3	0	0%
2025-09-17	647	0	0	24:00	100%	0%	0	4	57	0	0%
2025-09-18	624	0	0	24:00	100%	0%	0	2	37	0	0%
2025-09-19	690	0	0	24:00	100%	0%	0	2	21	0	0%
2025-09-20	1073	0	0	24:00	100%	0%	0	1	7	0	0%
2025-09-21	783	0	0	24:00	100%	0%	0	1	10	0	0%
2025-09-22	469	0	0	24:00	100%	0%	0	2	38	0	0%
2025-09-23	679	0	0	24:00	100%	0%	0	2	25	0	0%
2025-09-24	680	0	0	20:10	84,02%	15,98%	13805	2	50	6	12%
2025-09-25	804	0	0	20:10	84,68%	15,32%	13239	1	40	0	0%
2025-09-26	701	0	0	24:00	100%	0%	0	2	25	0	0%
2025-09-27	811	0	0	24:00	100%	0%	0	1	10	0	0%
2025-09-28	735	0	0	24:00	100%	0%	0	1	6	0	0%
2025-09-29	678	0	0	24:00	100%	0%	0	3	29	0	0%
2025-09-30	832	0	0	24:00	100%	0%	0	2	25	0	0%
quarterly average value	799	0	0	23:55	99,66%	0,34%	294	1	24	0,1	0,28%