

Quarterly report overview

KPI measurements Statistic



period: 2026-01-01 until 2026-03-31

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	0,00%	100,00%

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	1018	307	n.a.*
Berenberg PSD2 Open Banking	521	684	0

Service Level Agreement

KPI according to SLA		
AIS	PIS	PIIS
1800	1500	n.a.
1800	1200	1800

* n.a. = not available

Wealth Management Portal	Performance		Availability			
	request to account informations	submission of a single payment	Operating time		Downtime	
	msec		%	hh:mm	hh:mm	%
Date						
2026-01-01	908	292	100%	24:00	00:00	0%
2026-01-02	1307	291	100%	24:00	00:00	0%
2026-01-03	979	302	100%	24:00	00:00	0%
2026-01-04	999	291	100%	24:00	00:00	0%
2026-01-05	1110	295	100%	24:00	00:00	0%
2026-01-06	1019	296	100%	24:00	00:00	0%
2026-01-07	976	305	100%	24:00	00:00	0%
2026-01-08	1109	306	100%	24:00	00:00	0%
2026-01-09	1170	320	100%	24:00	00:00	0%
2026-01-10	864	310	100%	24:00	00:00	0%
2026-01-11	1136	299	100%	24:00	00:00	0%
2026-01-12	1026	303	100%	24:00	00:00	0%
2026-01-13	1098	295	100%	24:00	00:00	0%
2026-01-14	1048	300	100%	24:00	00:00	0%
2026-01-15	1022	323	100%	24:00	00:00	0%
2026-01-16	1011	303	100%	24:00	00:00	0%
2026-01-17	1036	315	100%	24:00	00:00	0%
2026-01-18	939	305	100%	24:00	00:00	0%
2026-01-19	1064	293	100%	24:00	00:00	0%
2026-01-20	1156	295	100%	24:00	00:00	0%
2026-01-21	1064	301	100%	24:00	00:00	0%
2026-01-22	1260	303	100%	24:00	00:00	0%
2026-01-23	1035	297	100%	24:00	00:00	0%
2026-01-24	1111	338	100%	24:00	00:00	0%
2026-01-25	1060	302	100%	24:00	00:00	0%
2026-01-26	1190	340	100%	24:00	00:00	0%
2026-01-27	1112	331	100%	24:00	00:00	0%
2026-01-28	1054	342	100%	24:00	00:00	0%
2026-01-29	1024	353	100%	20:33	03:27	0%
2026-01-30	1129	358	100%	24:00	00:00	0%
2026-01-31	1193	320	100%	24:00	00:00	0%
2026-02-01	1222	305	100%	24:00	00:00	0%
2026-02-02	1061	297	100%	24:00	00:00	0%
2026-02-03	1089	321	100%	24:00	00:00	0%
2026-02-04	977	309	100%	24:00	00:00	0%
2026-02-05	1021	304	100%	24:00	00:00	0%
2026-02-06	1118	307	100%	24:00	00:00	0%
2026-02-07	1043	313	100%	24:00	00:00	0%
2026-02-08	1034	292	100%	24:00	00:00	0%
2026-02-09	946	302	100%	24:00	00:00	0%
2026-02-10	1001	306	100%	24:00	00:00	0%
2026-02-11	1384	310	100%	24:00	00:00	0%
2026-02-12	1271	315	100,00%	24:00	00:00	0%
2026-02-13	1230	332	100%	24:00	00:00	0%
2026-02-14	1091	294	100%	24:00	00:00	0%
2026-02-15	1056	293	100%	24:00	00:00	0%

Wealth Management Portal	Performance		Availability			
	request to account informations	submission of a single payment	Operating time		Downtime	
	msec		%	hh:mm	hh:mm	%
Date						
2026-02-16	1019	304	100%	24:00	00:00	0%
2026-02-17	953	301	100%	24:00	00:00	0%
2026-02-18	1025	293	100%	24:00	00:00	0%
2026-02-19	1003	304	100%	24:00	00:00	0%
2026-02-20	904	291	100%	24:00	00:00	0%
2026-02-21	896	294	100%	24:00	00:00	0%
2026-02-22	1071	323	100%	24:00	00:00	0%
2026-02-23	992	314	100%	24:00	00:00	0%
2026-02-24	1053	304	100%	24:00	00:00	0%
2026-02-25	1004	307	100%	24:00	00:00	0%
2026-02-26	919	295	100%	24:00	00:00	0%
2026-02-27	855	339	100%	24:00	00:00	0%
2026-02-28	1179	278	100%	24:00	00:00	0%
2026-03-01	834	262	100%	24:00	00:00	0%
2026-03-02	836	301	100%	24:00	00:00	0%
2026-03-03	822	289	100%	24:00	00:00	0%
2026-03-04	838	298	100%	24:00	00:00	0%
2026-03-05	871	286	100%	24:00	00:00	0%
2026-03-06	912	273	100%	24:00	00:00	0%
2026-03-07	846	279	100%	24:00	00:00	0%
2026-03-08	1295	316	100%	24:00	00:00	0%
2026-03-09	1001	340	100%	24:00	00:00	0%
2026-03-10	931	326	100%	24:00	00:00	0%
2026-03-11	891	346	100%	24:00	00:00	0%
2026-03-12	948	320	100%	24:00	00:00	0%
2026-03-13	883	308	100%	24:00	00:00	0%
2026-03-14	938	318	100%	24:00	00:00	0%
2026-03-15	897	287	100%	24:00	00:00	0%
2026-03-16	865	291	100%	24:00	00:00	0%
2026-03-17	1015	303	100%	24:00	00:00	0%
2026-03-18	977	310	100%	24:00	00:00	0%
2026-03-19	1003	301	100%	24:00	00:00	0%
2026-03-20	879	312	100%	24:00	00:00	0%
2026-03-21	836	298	100%	24:00	00:00	0%
2026-03-22	996	274	100%	24:00	00:00	0%
2026-03-23	915	301	100%	24:00	00:00	0%
2026-03-24	892	311	100%	24:00	00:00	0%
2026-03-25	899	299	100%	24:00	00:00	0%
2026-03-26	968	328	100%	24:00	00:00	0%
2026-03-27	977	327	100%	24:00	00:00	0%
2026-03-28	1103	308	100%	24:00	00:00	0%
2026-03-29	1078	293	100%	24:00	00:00	0%
2026-03-30	866	312	100%	24:00	00:00	0%
2026-03-31	1002	311	100%	24:00	00:00	0%
quarterly average value	1018	307	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				(hh:mm)	(%)	(%)	(sec)	(#)	(#)	(#)	(%)
2026-01-01	239	0	0	24:00	100%	0%	0	1	14	0	0%
2026-01-02	656	0	0	24:00	100%	0%	0	2	8	0	0%
2026-01-03	966	0	0	24:00	100%	0%	0	1	2	0	0%
2026-01-04	817	0	0	24:00	100%	0%	0	1	21	0	0%
2026-01-05	248	0	0	24:00	100%	0%	0	2	185	0	0%
2026-01-06	267	0	0	24:00	100%	0%	0	3	171	0	0%
2026-01-07	195	0	0	24:00	100%	0%	0	4	411	0	0%
2026-01-08	188	0	0	24:00	100%	0%	0	3	415	0	0%
2026-01-09	200	0	0	24:00	100%	0%	0	2	137	0	0%
2026-01-10	0	0	0	24:00	100%	0%	0	0	0	0	0%
2026-01-11	794	0	0	24:00	100%	0%	0	1	20	0	0%
2026-01-12	280	0	0	24:00	100%	0%	0	4	162	0	0%
2026-01-13	222	0	0	24:00	100%	0%	0	3	140	0	0%
2026-01-14	737	0	0	24:00	100%	0%	0	1	36	0	0%
2026-01-15	840	0	0	24:00	100%	0%	0	2	13	0	0%
2026-01-16	522	0	0	24:00	100%	0%	0	3	42	0	0%
2026-01-17	858	0	0	24:00	100%	0%	0	1	12	0	0%
2026-01-18	854	0	0	24:00	100%	0%	0	1	3	0	0%
2026-01-19	286	0	0	24:00	100%	0%	0	5	168	0	0%
2026-01-20	248	0	0	24:00	100%	0%	0	3	242	0	0%
2026-01-21	246	0	0	24:00	100%	0%	0	5	239	0	0%
2026-01-22	614	0	0	24:00	100%	0%	0	3	40	0	0%
2026-01-23	232	0	0	24:00	100%	0%	0	3	253	0	0%
2026-01-24	742	0	0	24:00	100%	0%	0	1	11	0	0%
2026-01-25	666	0	0	24:00	100%	0%	0	2	22	0	0%
2026-01-26	258	0	0	24:00	100%	0%	0	4	199	0	0%
2026-01-27	713	0	0	24:00	100%	0%	0	1	22	0	0%
2026-01-28	694	0	0	24:00	100%	0%	0	3	26	0	0%
2026-01-29	262	0	0	24:00	100%	0%	0	4	161	0	0%
2026-01-30	532	0	0	24:00	100%	0%	0	2	55	0	0%
2026-01-31	528	0	0	24:00	100%	0%	0	2	66	0	0%
2026-02-01	925	0	0	24:00	100%	0%	0	1	15	0	0%
2026-02-02	212	0	0	24:00	100%	0%	0	2	137	0	0%
2026-02-03	570	0	0	24:00	100%	0%	0	2	54	0	0%
2026-02-04	227	0	0	24:00	100%	0%	0	3	149	0	0%
2026-02-05	228	0	0	24:00	100%	0%	0	4	176	0	0%
2026-02-06	213	0	0	24:00	100%	0%	0	4	233	0	0%
2026-02-07	817	0	0	24:00	100%	0%	0	2	16	0	0%
2026-02-08	305	0	0	24:00	100%	0%	0	2	36	0	0%
2026-02-09	258	0	0	24:00	100%	0%	0	2	148	0	0%
2026-02-10	616	0	0	24:00	100%	0%	0	2	39	0	0%
2026-02-11	719	0	0	24:00	100%	0%	0	2	44	0	0%
2026-02-12	422	0	0	24:00	100%	0%	0	3	48	0	0%
2026-02-13	377	0	0	24:00	100%	0%	0	3	95	0	0%
2026-02-14	878	0	0	24:00	100%	0%	0	1	7	0	0%
2026-02-15	927	0	0	24:00	100%	0%	0	1	5	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
2026-02-16	244	0	0	24:00	100%	0%	0	4	194	0	0%
2026-02-17	364	0	0	24:00	100%	0%	0	2	92	0	0%
2026-02-18	802	0	0	24:00	100%	0%	0	2	13	0	0%
2026-02-19	399	0	0	24:00	100%	0%	0	2	44	0	0%
2026-02-20	608	0	0	24:00	100%	0%	0	2	33	0	0%
2026-02-21	563	0	0	24:00	100%	0%	0	2	43	0	0%
2026-02-22	977	0	0	24:00	100%	0%	0	1	7	0	0%
2026-02-23	229	0	0	24:00	100%	0%	0	5	224	0	0%
2026-02-24	224	0	0	24:00	100%	0%	0	5	222	0	0%
2026-02-25	723	0	0	24:00	100%	0%	0	2	18	0	0%
2026-02-26	250	0	544	24:00	100%	0%	0	6	284	0	0%
2026-02-27	240	0	0	24:00	100%	0%	0	4	357	0	0%
2026-02-28	617	0	0	24:00	100%	0%	0	2	20	0	0%
2026-03-01	556	0	0	24:00	100%	0%	0	2	21	0	0%
2026-03-02	526	0	0	24:00	100%	0%	0	4	28	0	0%
2026-03-03	591	0	0	24:00	100%	0%	0	4	47	0	0%
2026-03-04	613	0	0	24:00	100%	0%	0	3	40	0	0%
2026-03-05	634	0	0	24:00	100%	0%	0	2	24	0	0%
2026-03-06	586	0	0	24:00	100%	0%	0	4	36	0	0%
2026-03-07	0	0	0	24:00	100%	0%	0	0	0	0	0%
2026-03-08	1268	0	0	24:00	100%	0%	0	1	3	0	0%
2026-03-09	662	0	823	24:00	100%	0%	0	5	45	0	0%
2026-03-10	498	0	0	24:00	100%	0%	0	4	31	0	0%
2026-03-11	621	0	0	24:00	100%	0%	0	2	16	0	0%
2026-03-12	462	0	0	24:00	100%	0%	0	3	23	0	0%
2026-03-13	377	0	0	24:00	100%	0%	0	4	122	0	0%
2026-03-14	564	0	0	24:00	100%	0%	0	2	12	0	0%
2026-03-15	664	0	0	24:00	100%	0%	0	3	24	0	0%
2026-03-16	574	0	0	24:00	100%	0%	0	5	92	0	0%
2026-03-17	580	0	0	24:00	100%	0%	0	3	48	0	0%
2026-03-18	510	0	0	24:00	100%	0%	0	4	38	0	0%
2026-03-19	652	0	0	24:00	100%	0%	0	5	32	0	0%
2026-03-20	480	0	0	24:00	100%	0%	0	2	64	0	0%
2026-03-21	548	0	0	24:00	100%	0%	0	3	29	0	0%
2026-03-22	410	0	0	24:00	100%	0%	0	1	6	0	0%
2026-03-23	454	0	0	24:00	100%	0%	0	5	56	0	0%
2026-03-24	608	0	0	24:00	100%	0%	0	3	30	0	0%
2026-03-25	571	0	0	24:00	100%	0%	0	3	42	0	0%
2026-03-26	469	0	0	24:00	100%	0%	0	2	32	0	0%
2026-03-27	430	0	0	24:00	100%	0%	0	3	16	0	0%
2026-03-28	660	0	0	24:00	100%	0%	0	2	20	0	0%
2026-03-29	455	0	0	24:00	100%	0%	0	1	7	0	0%
2026-03-30	475	0	0	24:00	100%	0%	0	4	43	0	0%
2026-03-31	469	0	0	24:00	100%	0%	0	3	40	0	0%
quarterly average value	521	0	684	24:00	100,00%	0,00%	0	3	79	0,00	0,00%