

Quarterly report overview

KPI measurements Statistic



period: 2026-04-01 until 2026-06-30

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	0,00%	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	921	300	n.a.*
Berenberg PSD2 Open Banking	432	0	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	%
2026-04-01	992	313	100%	24:00	00:00	0%
2026-04-02	948	306	100%	24:00	00:00	0%
2026-04-03	907	297	100%	24:00	00:00	0%
2026-04-04	899	292	100%	24:00	00:00	0%
2026-04-05	837	307	100%	24:00	00:00	0%
2026-04-06	846	301	100%	24:00	00:00	0%
2026-04-07	1005	301	100%	24:00	00:00	0%
2026-04-08	918	310	100%	24:00	00:00	0%
2026-04-09	1020	307	100%	24:00	00:00	0%
2026-04-10	879	313	100%	24:00	00:00	0%
2026-04-11	922	312	100%	24:00	00:00	0%
2026-04-12	820	291	100%	24:00	00:00	0%
2026-04-13	973	306	100%	24:00	00:00	0%
2026-04-14	917	297	100%	24:00	00:00	0%
2026-04-15	853	301	100%	24:00	00:00	0%
2026-04-16	957	308	100%	24:00	00:00	0%
2026-04-17	906	307	100%	24:00	00:00	0%
2026-04-18	907	293	100%	24:00	00:00	0%
2026-04-19	869	307	100%	24:00	00:00	0%
2026-04-20	957	306	100%	24:00	00:00	0%
2026-04-21	1097	312	100%	24:00	00:00	0%
2026-04-22	868	315	100%	24:00	00:00	0%
2026-04-23	910	317	100%	24:00	00:00	0%
2026-04-24	856	312	100%	24:00	00:00	0%
2026-04-25	1000	297	100%	24:00	00:00	0%
2026-04-26	913	307	100%	24:00	00:00	0%
2026-04-27	876	298	100%	24:00	00:00	0%
2026-04-28	890	282	100%	24:00	00:00	0%
2026-04-29	892	289	100%	20:33	03:27	0%
2026-04-30	897	296	100%	24:00	00:00	0%
2026-05-01	1122	363	100%	24:00	00:00	0%
2026-05-02	821	292	100%	24:00	00:00	0%
2026-05-03	1010	281	100%	24:00	00:00	0%
2026-05-04	950	295	100%	24:00	00:00	0%
2026-05-05	989	309	100%	24:00	00:00	0%
2026-05-06	1010	299	100%	24:00	00:00	0%
2026-05-07	882	310	100%	24:00	00:00	0%
2026-05-08	933	292	100%	24:00	00:00	0%
2026-05-09	872	291	100%	24:00	00:00	0%
2026-05-10	818	288	100%	24:00	00:00	0%
2026-05-11	907	302	100%	24:00	00:00	0%
2026-05-12	842	275	100%	24:00	00:00	0%
2026-05-13	878	261	100%	24:00	00:00	0%
2026-05-14	822	242	100%	24:00	00:00	0%
2026-05-15	908	258	100%	24:00	00:00	0%
2026-05-16	863	274	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
2026-05-17	927	245	100%	24:00	00:00	0%
2026-05-18	845	255	100%	24:00	00:00	0%
2026-05-19	881	258	100%	24:00	00:00	0%
2026-05-20	961	305	100%	24:00	00:00	0%
2026-05-21	967	318	100%	24:00	00:00	0%
2026-05-22	891	301	100%	24:00	00:00	0%
2026-05-23	1002	312	100%	24:00	00:00	0%
2026-05-24	906	318	100%	24:00	00:00	0%
2026-05-25	974	304	100%	24:00	00:00	0%
2026-05-26	922	298	100%	24:00	00:00	0%
2026-05-27	917	315	100%	24:00	00:00	0%
2026-05-28	914	320	100%	24:00	00:00	0%
2026-05-29	918	366	100%	24:00	00:00	0%
2026-05-30	1226	331	100%	24:00	00:00	0%
2026-05-31	1160	280	100%	24:00	00:00	0%
2026-06-01	889	283	100%	24:00	00:00	0%
2026-06-02	888	278	100%	24:00	00:00	0%
2026-06-03	939	282	100%	24:00	00:00	0%
2026-06-04	889	304	100%	24:00	00:00	0%
2026-06-05	906	288	100%	24:00	00:00	0%
2026-06-06	911	287	100%	24:00	00:00	0%
2026-06-07	901	291	100%	24:00	00:00	0%
2026-06-08	884	294	100%	24:00	00:00	0%
2026-06-09	938	305	100%	24:00	00:00	0%
2026-06-10	991	320	100%	24:00	00:00	0%
2026-06-11	924	331	100%	24:00	00:00	0%
2026-06-12	923	313	100%	24:00	00:00	0%
2026-06-13	960	317	100%	24:00	00:00	0%
2026-06-14	938	326	100%	24:00	00:00	0%
2026-06-15	903	288	100%	24:00	00:00	0%
2026-06-16	827	301	100%	24:00	00:00	0%
2026-06-17	898	334	100%	24:00	00:00	0%
2026-06-18	954	297	100%	24:00	00:00	0%
2026-06-19	871	299	100%	24:00	00:00	0%
2026-06-20	890	288	100%	24:00	00:00	0%
2026-06-21	836	273	100%	24:00	00:00	0%
2026-06-22	912	294	100%	24:00	00:00	0%
2026-06-23	927	316	100%	24:00	00:00	0%
2026-06-24	869	307	100%	24:00	00:00	0%
2026-06-25	1065	308	100%	24:00	00:00	0%
2026-06-26	898	302	100%	24:00	00:00	0%
2026-06-27	861	305	100%	24:00	00:00	0%
2026-06-28	831	317	100%	24:00	00:00	0%
2026-06-29	888	304	100%	24:00	00:00	0%
2026-06-30	925	322	100%	24:00	00:00	0%
quarterly average value	921	300	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
2026-04-01	335	0	0	24:00	100%	0%	0	1	14	0	0%
2026-04-02	605	0	0	24:00	100%	0%	0	2	8	0	0%
2026-04-03	437	0	0	24:00	100%	0%	0	1	2	0	0%
2026-04-04	0	0	0	24:00	100%	0%	0	1	21	0	0%
2026-04-05	698	0	0	24:00	100%	0%	0	2	185	0	0%
2026-04-06	573	0	0	24:00	100%	0%	0	3	171	0	0%
2026-04-07	550	0	0	24:00	100%	0%	0	4	411	0	0%
2026-04-08	344	0	0	24:00	100%	0%	0	3	415	0	0%
2026-04-09	421	0	0	24:00	100%	0%	0	2	137	0	0%
2026-04-10	588	0	0	24:00	100%	0%	0	0	0	0	0%
2026-04-11	644	0	0	24:00	100%	0%	0	1	20	0	0%
2026-04-12	507	0	0	24:00	100%	0%	0	4	162	0	0%
2026-04-13	530	0	0	24:00	100%	0%	0	3	140	0	0%
2026-04-14	446	0	0	24:00	100%	0%	0	1	36	0	0%
2026-04-15	611	0	0	24:00	100%	0%	0	2	13	0	0%
2026-04-16	512	0	0	24:00	100%	0%	0	3	42	0	0%
2026-04-17	418	0	0	24:00	100%	0%	0	1	12	0	0%
2026-04-18	573	0	0	24:00	100%	0%	0	1	3	0	0%
2026-04-19	783	0	0	24:00	100%	0%	0	5	168	0	0%
2026-04-20	553	0	0	24:00	100%	0%	0	3	242	0	0%
2026-04-21	584	0	0	24:00	100%	0%	0	5	239	0	0%
2026-04-22	461	0	0	24:00	100%	0%	0	3	40	0	0%
2026-04-23	573	0	0	24:00	100%	0%	0	3	253	0	0%
2026-04-24	577	0	0	24:00	100%	0%	0	1	11	0	0%
2026-04-25	589	0	0	24:00	100%	0%	0	2	22	0	0%
2026-04-26	557	0	0	24:00	100%	0%	0	4	199	0	0%
2026-04-27	456	0	0	24:00	100%	0%	0	1	22	0	0%
2026-04-28	388	0	0	24:00	100%	0%	0	3	26	0	0%
2026-04-29	397	0	0	24:00	100%	0%	0	4	161	0	0%
2026-04-30	357	0	0	24:00	100%	0%	0	2	55	0	0%
2026-05-01	293	0	0	24:00	100%	0%	0	2	66	0	0%
2026-05-02	321	0	0	24:00	100%	0%	0	1	15	0	0%
2026-05-03	337	0	0	24:00	100%	0%	0	2	137	0	0%
2026-05-04	285	0	0	24:00	100%	0%	0	2	54	0	0%
2026-05-05	353	0	0	24:00	100%	0%	0	3	149	0	0%
2026-05-06	546	0	0	24:00	100%	0%	0	4	176	0	0%
2026-05-07	334	0	0	24:00	100%	0%	0	4	233	0	0%
2026-05-08	584	0	0	24:00	100%	0%	0	2	16	0	0%
2026-05-09	682	0	0	24:00	100%	0%	0	2	36	0	0%
2026-05-10	438	0	0	24:00	100%	0%	0	2	148	0	0%
2026-05-11	478	0	0	24:00	100%	0%	0	2	39	0	0%
2026-05-12	675	0	0	24:00	100%	0%	0	2	44	0	0%
2026-05-13	532	0	0	24:00	100%	0%	0	3	48	0	0%
2026-05-14	511	0	0	24:00	100%	0%	0	3	95	0	0%
2026-05-15	507	0	0	24:00	100%	0%	0	1	7	0	0%
2026-05-16	310	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
2026-05-17	371	0	0	24:00	100%	0%	0	4	194	0	0%
2026-05-18	434	0	0	24:00	100%	0%	0	2	92	0	0%
2026-05-19	303	0	0	24:00	100%	0%	0	2	13	0	0%
2026-05-20	206	0	0	24:00	100%	0%	0	2	44	0	0%
2026-05-21	350	0	0	24:00	100%	0%	0	2	33	0	0%
2026-05-22	372	0	0	24:00	100%	0%	0	2	43	0	0%
2026-05-23	680	0	0	24:00	100%	0%	0	1	7	0	0%
2026-05-24	469	0	0	24:00	100%	0%	0	5	224	0	0%
2026-05-25	323	0	0	24:00	100%	0%	0	5	222	0	0%
2026-05-26	410	0	0	24:00	100%	0%	0	2	18	0	0%
2026-05-27	397	0	0	24:00	100%	0%	0	6	284	0	0%
2026-05-28	308	0	0	24:00	100%	0%	0	4	357	0	0%
2026-05-29	349	0	0	24:00	100%	0%	0	2	20	0	0%
2026-05-30	416	0	0	24:00	100%	0%	0	2	21	0	0%
2026-05-31	398	0	0	24:00	100%	0%	0	4	28	0	0%
2026-06-01	441	0	0	24:00	100%	0%	0	4	47	0	0%
2026-06-02	352	0	0	24:00	100%	0%	0	3	40	0	0%
2026-06-03	329	0	0	24:00	100%	0%	0	2	24	0	0%
2026-06-04	516	0	0	24:00	100%	0%	0	4	36	0	0%
2026-06-05	334	0	0	24:00	100%	0%	0	0	0	0	0%
2026-06-06	113	0	0	24:00	100%	0%	0	1	3	0	0%
2026-06-07	247	0	0	24:00	100%	0%	0	5	45	0	0%
2026-06-08	323	0	0	24:00	100%	0%	0	4	31	0	0%
2026-06-09	333	0	0	24:00	100%	0%	0	2	16	0	0%
2026-06-10	379	0	0	24:00	100%	0%	0	3	23	0	0%
2026-06-11	419	0	0	24:00	100%	0%	0	4	122	0	0%
2026-06-12	400	0	0	24:00	100%	0%	0	2	12	0	0%
2026-06-13	353	0	0	24:00	100%	0%	0	3	24	0	0%
2026-06-14	154	0	0	24:00	100%	0%	0	5	92	0	0%
2026-06-15	345	0	0	24:00	100%	0%	0	3	48	0	0%
2026-06-16	509	0	0	24:00	100%	0%	0	4	38	0	0%
2026-06-17	311	0	0	24:00	100%	0%	0	5	32	0	0%
2026-06-18	327	0	0	24:00	100%	0%	0	2	64	0	0%
2026-06-19	416	0	0	24:00	100%	0%	0	3	29	0	0%
2026-06-20	411	0	0	24:00	100%	0%	0	1	6	0	0%
2026-06-21	659	0	0	24:00	100%	0%	0	5	56	0	0%
2026-06-22	217	0	0	24:00	100%	0%	0	3	30	0	0%
2026-06-23	373	0	0	24:00	100%	0%	0	3	42	0	0%
2026-06-24	476	0	0	24:00	100%	0%	0	2	32	0	0%
2026-06-25	373	0	0	24:00	100%	0%	0	3	16	0	0%
2026-06-26	319	0	0	24:00	100%	0%	0	2	20	0	0%
2026-06-27	354	0	0	24:00	100%	0%	0	1	7	0	0%
2026-06-28	430	0	0	24:00	100%	0%	0	4	43	0	0%
2026-06-29	318	0	0	24:00	100%	0%	0	3	40	0	0%
2026-06-30	354	0	0	24:00	100%	0%	0	9	7116	0	0%
quarterly average value	432	0	0	24:00	100,00%	0,00%	0	3	156	0,00	0,00%