

Quarterly report overview

KPI measurements Statistic



period: 2026-07-01 until 2026-09-30

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	0,00%	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	430	155	n.a.*
Berenberg PSD2 Open Banking	349	100	0

* n.a. = not available

Service Level Agreement

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