



## Quarterly report overview

### KPI measurements Statistic

period: 2021-04-01 until 2021-06-30

#### Compare of quarterly average value for reachability & availability

measured KPIs		
Uptime/Downtime (%)	Downtime	Operating time
Wealth Management Portal + App	0,22	99,80
Berenberg PSD2 Open Banking	0,00	100

Uptime/Downtime (hours)	Downtime	Operating time
Wealth Management Portal + App	0,06	23,94
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	1144	296	n.a.
Berenberg PSD2 Open Banking	1110	0	0

#### 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		%	hours	%
2021-04-01	1528	332	97	23,20	3
2021-04-02	1474	354	100	24,00	0
2021-04-03	1486	375	100	24,00	0
2021-04-04	2651	369	100	24,00	0
2021-04-05	1324	317	100	24,00	0
2021-04-06	1786	340	100	24,00	0
2021-04-07	3471	376	100	24,00	0
2021-04-08	1208	302	100	24,00	0
2021-04-09	2530	320	100	24,00	0
2021-04-10	2034	377	100	24,00	0
2021-04-11	2558	325	100	24,00	0
2021-04-12	2866	318	100	24,00	0
2021-04-13	2232	356	100	24,00	0
2021-04-14	3321	338	100	24,00	0
2021-04-15	2040	301	100	24,00	0
2021-04-16	1753	309	100	24,00	0
2021-04-17	1166	344	100	24,00	0
2021-04-18	959	244	100	24,00	0
2021-04-19	935	254	100	24,00	0
2021-04-20	1021	298	100	24,00	0
2021-04-21	925	305	100	24,00	0
2021-04-22	1021	277	100	24,00	0
2021-04-23	938	349	100	24,00	0
2021-04-24	903	250	100	24,00	0
2021-04-25	947	322	100	24,00	0
2021-04-26	863	271	100	24,00	0
2021-04-27	989	224	100	24,00	0
2021-04-28	961	336	100	24,00	0
2021-04-29	920	288	100	24,00	0
2021-04-30	906	303	100	23,55	1
2021-05-01	891	293	100	24,00	0
2021-05-02	927	317	100	24,00	0
2021-05-03	860	267	100	24,00	0
2021-05-04	896	266	100	24,00	0
2021-05-05	898	263	100	24,00	0
2021-05-06	867	245	100	24,00	0
2021-05-07	977	311	100	24,00	0
2021-05-08	925	220	94	22,30	6,3
2021-05-09	986	334	100	24,00	0
2021-05-10	938	275	100	24,00	0
2021-05-11	987	260	100	24,00	0
2021-05-12	929	296	100	24,00	0
2021-05-13	949	270	100	24,00	0
2021-05-14	953	262	100	24,00	0
2021-05-15	877	314	100	24,00	0
2021-05-16	774	268	100	24,00	0

Wealth Management Portal	Performance		Availibility		
	request to account informations	submission of a single payment	Operating time		Downtime
Date	msec		%	hours	%
2021-05-17	863	247	100	24,00	0
2021-05-18	966	276	100	24,00	0
2021-05-19	846	232	100	24,00	0
2021-05-20	962	258	100	24,00	0
2021-05-21	928	264	100	24,00	0
2021-05-22	868	296	100	24,00	0
2021-05-23	931	279	100	24,00	0
2021-05-24	828	297	100	24,00	0
2021-05-25	885	287	100	24,00	0
2021-05-26	1048	295	100	24,00	0
2021-05-27	921	288	97	23,20	3
2021-05-28	997	289	100	24,00	0
2021-05-29	781	275	95	22,40	5,5
2021-05-30	899	333	100	24,00	0
2021-05-31	914	258	100	24,00	0
2021-06-01	698	313	100	24,00	0
2021-06-02	1020	285	100	24,00	0
2021-06-03	1061	266	100	24,00	0
2021-06-04	1132	299	100	24,00	0
2021-06-05	965	324	100	24,00	0
2021-06-06	932	353	100	24,00	0
2021-06-07	972	275	100	24,00	0
2021-06-08	1023	295	100	24,00	0
2021-06-09	1012	277	100	24,00	0
2021-06-10	1008	324	100	24,00	0
2021-06-11	946	318	100	24,00	0
2021-06-12	959	293	100	24,00	0
2021-06-13	882	345	100	24,00	0
2021-06-14	898	289	100	24,00	0
2021-06-15	1059	330	100	24,00	0
2021-06-16	938	303	100	24,00	0
2021-06-17	948	287	100	24,00	0
2021-06-18	944	318	100	24,00	0
2021-06-19	1009	319	100	24,00	0
2021-06-20	856	322	100	24,00	0
2021-06-21	910	306	100	24,00	0
2021-06-22	965	336	100	24,00	0
2021-06-23	945	348	100	24,00	0
2021-06-24	913	273	100	24,00	0
2021-06-25	898	295	100	24,00	0
2021-06-26	839	349	100	24,00	0
2021-06-27	840	227	100	24,00	0
2021-06-28	689	295	100	24,00	0
2021-06-29	911	318	99	23,59	1
2021-06-30	931	282	100	24,00	0
<b>quarterly average value</b>	<b>1144</b>	<b>296</b>	<b>99,8</b>	<b>23,94</b>	<b>0,22</b>

Berenberg PSD2 Open Banking	Performance			Availability								
	Account Information Services (AIS)	Payment Instrument Issuer Service Provider (PIIS)	Payment Initiation Services (PIS)	Operating time	Operating time	Operating time	Downtime	Downtime	Distinct TPPs	API requests	Errors	Error Rate
	Date	msec		(sec)	(hr)	(%)	(sec)	(min)	(#)	(#)	(#)	(%)
2021-04-01	689	0	0	86400	24	100	0	0	1	3	0	0
2021-04-02	0	0	0	86400	24	100	0	0	0	0	0	0
2021-04-03	0	0	0	86400	24	100	0	0	0	0	0	0
2021-04-04	0	0	0	86400	24	100	0	0	0	0	0	0
2021-04-05	0	0	0	86400	24	100	0	0	0	0	0	0
2021-04-06	1133	0	0	86400	24	100	0	0	1	8	2	25
2021-04-07	0	0	0	86400	24	100	0	0	0	0	0	0
2021-04-08	0	0	0	86400	24	100	0	0	1	21	0	0
2021-04-09	420	0	0	86400	24	100	0	0	0	0	0	0
2021-04-10	0	0	0	86400	24	100	0	0	0	0	0	0
2021-04-11	508	0	0	86400	24	100	0	0	1	10	1	10
2021-04-12	0	0	0	86400	24	100	0	0	0	0	0	0
2021-04-13	2378	0	0	86400	24	100	0	0	1	32	3	9
2021-04-14	2880	0	0	86400	24	100	0	0	1	4	1	25
2021-04-15	0	0	0	86400	24	100	0	0	0	0	0	0
2021-04-16	2716	0	0	86400	24	100	0	0	1	17	0	0
2021-04-17	982	0	0	86400	24	100	0	0	1	13	1	8
2021-04-18	1164	0	0	86400	24	100	0	0	1	4	0	0
2021-04-19	1086	0	0	86400	24	100	0	0	1	14	0	0
2021-04-20	879	0	0	86400	24	100	0	0	1	4	0	0
2021-04-21	2568	0	0	86400	24	100	0	0	1	6	0	0
2021-04-22	1010	0	0	86400	24	100	0	0	1	9	0	0
2021-04-23	819	0	0	86400	24	100	0	0	1	9	0	0
2021-04-24	776	0	0	86400	24	100	0	0	1	13	0	0
2021-04-25	414	0	0	86400	24	100	0	0	1	3	0	0
2021-04-26	2227	0	0	86400	24	100	0	0	1	5	0	0
2021-04-27	2562	0	0	86400	24	100	0	0	1	18	1	6
2021-04-28	1245	0	0	86400	24	100	0	0	1	19	1	5
2021-04-29	1049	0	0	86400	24	100	0	0	1	9	0	0
2021-04-30	0	0	0	86400	24	100	0	0	0	0	0	0
2021-05-01	2117	0	0	86400	24	100	0	0	1	8	0	0
2021-05-02	3174	0	0	86400	24	100	0	0	1	11	0	0
2021-05-03	854	0	0	86400	24	100	0	0	1	8	0	0
2021-05-04	903	0	0	86400	24	100	0	0	1	6	0	0
2021-05-05	1318	0	0	86400	24	100	0	0	1	6	0	0
2021-05-06	903	0	0	86400	24	100	0	0	1	9	0	0
2021-05-07	867	0	0	86400	24	100	0	0	1	10	0	0
2021-05-08	975	0	0	86400	24	100	0	0	1	6	0	0
2021-05-09	0	0	0	86400	24	100	0	0	0	0	0	0
2021-05-10	1378	0	0	86400	24	100	0	0	1	4	0	0
2021-05-11	840	0	0	86400	24	100	0	0	1	6	0	0
2021-05-12	1897	0	0	86400	24	100	0	0	1	8	0	0
2021-05-13	900	0	0	86400	24	100	0	0	1	14	0	0
2021-05-14	1426	0	0	86400	24	100	0	0	1	2	0	0
2021-05-15	956	0	0	86400	24	100	0	0	1	6	0	0
2021-05-16	1487	0	0	86400	24	100	0	0	1	6	3	50

Berenberg PSD2 Open Banking	Performance			Availability								
	Account Information Services (AIS)	Payment Instrument Issuer Service Provider (PIIS)	Payment Initiation Services (PIS)	Operating time	Operating time	Operating time	Downtime	Downtime	Distinct TPPs	API requests	Errors	Error Rate
	Date	msec		(sec)	(hr)	(%)	(sec)	(min)	(#)	(#)	(#)	(%)
2021-05-17	765	0	0	86400	24	100	0	0	2	14	0	0
2021-05-18	937	0	0	86400	24	100	0	0	1	4	0	0
2021-05-19	858	0	0	86400	24	100	0	0	1	8	0	0
2021-05-20	649	0	0	86400	24	100	0	0	1	18	0	0
2021-05-21	837	0	0	86400	24	100	0	0	1	12	0	0
2021-05-22	799	0	0	86400	24	100	0	0	1	9	0	0
2021-05-23	1212	0	0	86400	24	100	0	0	1	4	0	0
2021-05-24	0	0	0	86400	24	100	0	0	0	0	0	0
2021-05-25	1009	0	0	86400	24	100	0	0	1	2	0	0
2021-05-26	713	0	0	86400	24	100	0	0	1	12	0	0
2021-05-27	922	0	0	86400	24	100	0	0	1	8	0	0
2021-05-28	660	0	0	86400	24	100	0	0	1	15	0	0
2021-05-29	843	0	0	86400	24	100	0	0	1	10	0	0
2021-05-30	1314	0	0	86400	24	100	0	0	1	2	0	0
2021-05-31	735	0	0	86400	24	100	0	0	2	31	0	0
2021-06-01	795	0	0	86400	24	100	0	0	1	18	0	0
2021-06-02	776	0	0	86400	24	100	0	0	1	8	0	0
2021-06-03	856	0	0	86400	24	100	0	0	1	12	0	0
2021-06-04	915	0	0	86400	24	100	0	0	1	17	0	0
2021-06-05	966	0	0	86400	24	100	0	0	1	12	0	0
2021-06-06	951	0	0	86400	24	100	0	0	1	4	0	0
2021-06-07	846	0	0	86400	24	100	0	0	1	7	0	0
2021-06-08	863	0	0	86400	24	100	0	0	1	6	0	0
2021-06-09	580	0	0	86400	24	100	0	0	1	12	1	8
2021-06-10	884	0	0	86400	24	100	0	0	1	4	0	0
2021-06-11	891	0	0	86400	24	100	0	0	1	12	0	0
2021-06-12	0	0	0	86400	24	100	0	0	0	0	0	0
2021-06-13	0	0	0	86400	24	100	0	0	0	0	0	0
2021-06-14	1035	0	0	86400	24	100	0	0	1	2	0	0
2021-06-15	2299	0	0	86400	24	100	0	0	1	2	0	0
2021-06-16	1095	0	0	86400	24	100	0	0	1	8	0	0
2021-06-17	984	0	0	86400	24	100	0	0	1	10	0	0
2021-06-18	846	0	0	86400	24	100	0	0	1	8	0	0
2021-06-19	0	0	0	86400	24	100	0	0	0	0	0	0
2021-06-20	1410	0	0	86400	24	100	0	0	1	2	0	0
2021-06-21	971	0	0	86400	24	100	0	0	1	6	0	0
2021-06-22	600	0	0	86400	24	100	0	0	2	35	0	0
2021-06-23	590	0	0	86400	24	100	0	0	2	14	0	0
2021-06-24	659	0	0	86400	24	100	0	0	2	24	0	0
2021-06-25	768	0	0	86400	24	100	0	0	1	17	0	0
2021-06-26	778	0	0	86400	24	100	0	0	1	6	0	0
2021-06-27	0	0	0	86400	24	100	0	0	0	0	0	0
2021-06-28	636	0	0	86400	24	100	0	0	2	14	0	0
2021-06-29	857	0	0	86400	24	100	0	0	1	6	0	0
2021-06-30	614	0	0	86400	24	100	0	0	2	12	0	0
<b>quarterly average value</b>	<b>1110</b>	<b>0</b>	<b>0</b>	<b>86400</b>	<b>24</b>	<b>100</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>10</b>	<b>0</b>	<b>2</b>