



Quarterly report overview

KPI measurements Statistic

period: 2021-07-01 until 2021-09-30

Compare of quarterly average value for reachability & availability

measured KPIs		
Uptime/Downtime (%)	Downtime	Operating time
Wealth Management Portal + App	0,22	99,78
Berenberg PSD2 Open Banking	0,00	100

Uptime/Downtime (hours)	Downtime	Operating time
Wealth Management Portal + App	0,05	23,95
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	920	307	n.a.
Berenberg PSD2 Open Banking	902	0	0

Service Level Agreement

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

Wealth Management Portal	Performance		Availibility		
	request to account informations	submission of a single payment	Operating time		Downtime
Date	msec		%	hours	%
2021-07-01	903	292	100	24,00	0
2021-07-02	935	288	100	24,00	0
2021-07-03	861	338	100	24,00	0
2021-07-04	818	244	100	24,00	0
2021-07-05	900	299	100	24,00	0
2021-07-06	902	293	100	24,00	0
2021-07-07	953	273	100	24,00	0
2021-07-08	1045	298	100	24,00	0
2021-07-09	938	319	100	24,00	0
2021-07-10	779	264	100	24,00	0
2021-07-11	984	341	100	24,00	0
2021-07-12	889	273	100	24,00	0
2021-07-13	1063	355	100	24,00	0
2021-07-14	1047	299	100	24,00	0
2021-07-15	975	343	100	24,00	0
2021-07-16	958	320	100	24,00	0
2021-07-17	976	332	100	24,00	0
2021-07-18	1032	312	100	24,00	0
2021-07-19	972	319	100	24,00	0
2021-07-20	1434	361	100	24,00	0
2021-07-21	975	291	100	24,00	0
2021-07-22	969	311	100	24,00	0
2021-07-23	921	307	100	24,00	0
2021-07-24	975	306	100	24,00	0
2021-07-25	905	313	98	23,52	2
2021-07-26	866	243	100	24,00	0
2021-07-27	903	315	100	24,00	0
2021-07-28	887	275	100	24,00	0
2021-07-29	976	288	100	24,00	0
2021-07-30	955	294	100	24,00	0
2021-07-31	939	350	100	24,00	0
2021-08-01	775	266	100	24,00	0
2021-08-02	818	313	100	24,00	0
2021-08-03	926	294	100	24,00	0
2021-08-04	915	296	100	24,00	0
2021-08-05	931	294	100	24,00	0
2021-08-06	918	331	100	24,00	0
2021-08-07	914	267	100	24,00	0
2021-08-08	822	312	100	24,00	0
2021-08-09	858	251	100	24,00	0
2021-08-10	953	277	100	24,00	0
2021-08-11	930	302	100	24,00	0
2021-08-12	901	305	100	24,00	0
2021-08-13	867	308	100	24,00	0
2021-08-14	911	312	100	24,00	0
2021-08-15	790	288	100	24,00	0

Wealth Management Portal	Performance		Availability		
	request to account informations	submission of a single payment	Operating time		Downtime
Date	msec		%	hours	%
2021-08-16	796	288	100	24,00	0
2021-08-17	879	308	100	24,00	0
2021-08-18	883	275	100	24,00	0
2021-08-19	884	317	100	24,00	0
2021-08-20	871	290	100	24,00	0
2021-08-21	897	301	100	24,00	0
2021-08-22	848	318	100	24,00	0
2021-08-23	879	355	100	24,00	0
2021-08-24	917	331	100	24,00	0
2021-08-25	907	313	100	24,00	0
2021-08-26	943	295	100	24,00	0
2021-08-27	919	362	100	24,00	0
2021-08-28	893	294	100	24,00	0
2021-08-29	829	346	100	24,00	0
2021-08-30	832	300	100	24,00	0
2021-08-31	899	286	100	24,00	0
2021-09-01	951	301	100	24,00	0
2021-09-02	955	286	100	24,00	0
2021-09-03	984	300	83	19,92	17
2021-09-04	947	320	100	24,00	0
2021-09-05	860	241	100	24,00	0
2021-09-06	869	273	100	24,00	0
2021-09-07	870	266	100	24,00	0
2021-09-08	910	300	100	24,00	0
2021-09-09	875	331	100	24,00	0
2021-09-10	850	271	100	24,00	0
2021-09-11	869	266	100	24,00	0
2021-09-12	839	297	100	24,00	0
2021-09-13	850	268	100	24,00	0
2021-09-14	893	314	100	24,00	0
2021-09-15	846	296	100	24,00	0
2021-09-16	924	314	100	24,00	0
2021-09-17	985	337	100	24,00	0
2021-09-18	858	327	100	24,00	0
2021-09-19	896	269	100	24,00	0
2021-09-20	889	298	100	24,00	0
2021-09-21	913	269	100	24,00	0
2021-09-22	992	325	100	24,00	0
2021-09-23	960	365	100	24,00	0
2021-09-24	1087	355	100	24,00	0
2021-09-25	1015	424	100	24,00	0
2021-09-26	854	316	100	24,00	0
2021-09-27	918	347	100	24,00	0
2021-09-28	1013	395	99	23,76	1
2021-09-29	987	340	100	24,00	0
2021-09-30	1047	353	100	24,00	0
quarterly average value	920	307	99,8	23,95	0,22

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)	(#)	(#)	(#)	(%)
2021-07-01	460	0	0	86400	24	100	0	0	2	21	0	0
2021-07-02	560	0	0	86400	24	100	0	0	2	8	0	0
2021-07-03	1029	0	0	86400	24	100	0	0	1	4	0	0
2021-07-04	1488	0	0	86400	24	100	0	0	1	6	0	0
2021-07-05	908	0	0	86400	24	100	0	0	1	8	0	0
2021-07-06	1153	0	0	86400	24	100	0	0	1	10	0	0
2021-07-07	652	0	0	86400	24	100	0	0	2	24	0	0
2021-07-08	645	0	0	86400	24	100	0	0	2	14	0	0
2021-07-09	500	0	0	86400	24	100	0	0	2	98	0	0
2021-07-10	955	0	0	86400	24	100	0	0	1	6	0	0
2021-07-11	984	0	0	86400	24	100	0	0	1	8	0	0
2021-07-12	766	0	0	86400	24	100	0	0	1	10	3	30
2021-07-13	0	0	0	86400	24	100	0	0	0	0	0	0
2021-07-14	0	0	0	86400	24	100	0	0	0	0	0	0
2021-07-15	0	0	0	86400	24	100	0	0	0	0	0	0
2021-07-16	501	0	0	86400	24	100	0	0	1	6	3	50
2021-07-17	0	0	0	86400	24	100	0	0	0	0	0	0
2021-07-18	0	0	0	86400	24	100	0	0	0	0	0	0
2021-07-19	841	0	0	86400	24	100	0	0	1	8	0	0
2021-07-20	989	0	0	86400	24	100	0	0	1	6	0	0
2021-07-21	0	0	0	86400	24	100	0	0	0	0	0	0
2021-07-22	1050	0	0	86400	24	100	0	0	1	6	0	0
2021-07-23	609	0	0	86400	24	100	0	0	1	1	0	0
2021-07-24	0	0	0	86400	24	100	0	0	0	0	0	0
2021-07-25	0	0	0	86400	24	100	0	0	0	0	0	0
2021-07-26	0	0	0	86400	24	100	0	0	0	0	0	0
2021-07-27	832	0	0	86400	24	100	0	0	1	4	0	0
2021-07-28	907	0	0	86400	24	100	0	0	1	6	0	0
2021-07-29	1040	0	0	86400	24	100	0	0	1	6	0	0
2021-07-30	687	0	0	86400	24	100	0	0	1	12	0	0
2021-07-31	432	0	0	86400	24	100	0	0	1	6	0	0
2021-08-01	0	0	0	86400	24	100	0	0	0	0	0	0
2021-08-02	0	0	0	86400	24	100	0	0	0	0	0	0
2021-08-03	772	0	0	86400	24	100	0	0	1	8	0	0
2021-08-04	879	0	0	86400	24	100	0	0	1	8	0	0
2021-08-05	899	0	0	86400	24	100	0	0	1	8	0	0
2021-08-06	734	0	0	86400	24	100	0	0	1	20	0	0
2021-08-07	684	0	0	86400	24	100	0	0	1	13	0	0
2021-08-08	0	0	0	86400	24	100	0	0	0	0	0	0
2021-08-09	0	0	0	86400	24	100	0	0	0	0	0	0
2021-08-10	802	0	0	86400	24	100	0	0	1	4	0	0
2021-08-11	1100	0	0	86400	24	100	0	0	1	6	0	0
2021-08-12	1110	0	0	86400	24	100	0	0	1	6	0	0
2021-08-13	996	0	0	86400	24	100	0	0	1	8	0	0
2021-08-14	1069	0	0	86400	24	100	0	0	1	6	0	0
2021-08-15	1412	0	0	86400	24	100	0	0	1	2	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	Operating time	Downtime	Downtime	Distinct TPPs	API requests	Errors	Error Rate
	msec			(sec)	(hr)	(%)	(sec)	(min)	(#)	(#)	(#)	(%)
2021-08-16	0	0	0	86400	24	100	0	0	0	0	0	0
2021-08-17	804	0	0	86400	24	100	0	0	1	4	0	0
2021-08-18	928	0	0	86400	24	100	0	0	1	8	0	0
2021-08-19	597	0	0	86400	24	100	0	0	1	12	0	0
2021-08-20	0	0	0	86400	24	100	0	0	0	0	0	0
2021-08-21	0	0	0	86400	24	100	0	0	0	0	0	0
2021-08-22	0	0	0	86400	24	100	0	0	0	0	0	0
2021-08-23	0	0	0	86400	24	100	0	0	0	0	0	0
2021-08-24	1077	0	0	86400	24	100	0	0	1	4	0	0
2021-08-25	875	0	0	86400	24	100	0	0	1	6	0	0
2021-08-26	1122	0	0	86400	24	100	0	0	1	6	0	0
2021-08-27	1083	0	0	86400	24	100	0	0	1	8	0	0
2021-08-28	1071	0	0	86400	24	100	0	0	1	6	0	0
2021-08-29	1086	0	0	86400	24	100	0	0	1	4	0	0
2021-08-30	1007	0	0	86400	24	100	0	0	1	6	0	0
2021-08-31	920	0	0	86400	24	100	0	0	1	6	0	0
2021-09-01	0	0	0	86400	24	100	0	0	0	0	0	0
2021-09-02	0	0	0	86400	24	100	0	0	0	0	0	0
2021-09-03	0	0	0	86400	24	100	0	0	0	0	0	0
2021-09-04	0	0	0	86400	24	100	0	0	0	0	0	0
2021-09-05	979	0	0	86400	24	100	0	0	1	4	0	0
2021-09-06	856	0	0	86400	24	100	0	0	1	2	0	0
2021-09-07	0	0	0	86400	24	100	0	0	0	0	0	0
2021-09-08	0	0	0	86400	24	100	0	0	0	0	0	0
2021-09-09	0	0	0	86400	24	100	0	0	0	0	0	0
2021-09-10	0	0	0	86400	24	100	0	0	0	0	0	0
2021-09-11	953	0	0	86400	24	100	0	0	1	7	0	0
2021-09-12	0	0	0	86400	24	100	0	0	0	0	0	0
2021-09-13	0	0	0	86400	24	100	0	0	0	0	0	0
2021-09-14	0	0	0	86400	24	100	0	0	0	0	0	0
2021-09-15	0	0	0	86400	24	100	0	0	0	0	0	0
2021-09-16	0	0	0	86400	24	100	0	0	0	0	0	0
2021-09-17	0	0	0	86400	24	100	0	0	0	0	0	0
2021-09-18	0	0	0	86400	24	100	0	0	0	0	0	0
2021-09-19	0	0	0	86400	24	100	0	0	0	0	0	0
2021-09-20	0	0	0	86400	24	100	0	0	0	0	0	0
2021-09-21	1035	0	0	86400	24	100	0	0	1	8	0	0
2021-09-22	927	0	0	86400	24	100	0	0	1	6	0	0
2021-09-23	967	0	0	86400	24	100	0	0	1	29	0	0
2021-09-24	843	0	0	86400	24	100	0	0	1	8	0	0
2021-09-25	1054	0	0	86400	24	100	0	0	1	8	0	0
2021-09-26	1119	0	0	86400	24	100	0	0	1	4	0	0
2021-09-27	941	0	0	86400	24	100	0	0	1	8	0	0
2021-09-28	0	0	0	86400	24	100	0	0	0	0	0	0
2021-09-29	971	0	0	86400	24	100	0	0	1	6	0	0
2021-09-30	872	0	0	86400	24	100	0	0	0	0	0	0
quarterly average value	902	0	0	86400	24	100	0	0	1	10	0	1