



Quarterly report overview

KPI measurements Statistic

period: 2021-10-01 until 2021-12-31

Compare of quarterly average value for reachability & availability

measured KPIs		
Uptime/Downtime (%)	Downtime	Operating time
Wealth Management Portal + App	0,20	99,80
Berenberg PSD2 Open Banking	0,00	100

Uptime/Downtime (hours)	Downtime	Operating time
Wealth Management Portal + App	0,01	23,99
Berenberg PSD2 Open Banking	0,00	24

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	1416	334	n.a.
Berenberg PSD2 Open Banking	1211	423	576

Service Level Agreement

KPI according to SLA		
AIS	PIS	PIIS
1500	1500	n.a.
1500	1200	900

Wealth Management Portal	Performance		Availibility		
	request to account informations	submission of a single payment	Operating time		Downtime
Date	msec		%	hours	%
2021-10-01	1123	330	100	24,00	0
2021-10-02	1037	312	100	24,00	0
2021-10-03	881	302	100	24,00	0
2021-10-04	973	285	100	24,00	0
2021-10-05	1030	337	100	24,00	0
2021-10-06	1018	351	100	24,00	0
2021-10-07	998	333	100	24,00	0
2021-10-08	1044	321	100	24,00	0
2021-10-09	941	364	100	24,00	0
2021-10-10	851	355	100	24,00	0
2021-10-11	932	315	100	24,00	0
2021-10-12	1010	309	100	24,00	0
2021-10-13	1131	321	100	24,00	0
2021-10-14	1052	300	100	24,00	0
2021-10-15	999	311	100	24,00	0
2021-10-16	925	339	100	24,00	0
2021-10-17	879	278	100	24,00	0
2021-10-18	987	354	100	24,00	0
2021-10-19	1015	359	100	24,00	0
2021-10-20	1024	303	100	24,00	0
2021-10-21	976	323	100	24,00	0
2021-10-22	1004	277	100	24,00	0
2021-10-23	889	346	100	24,00	0
2021-10-24	838	277	100	24,00	0
2021-10-25	856	340	100	24,00	0
2021-10-26	929	289	100	24,00	0
2021-10-27	963	352	100	24,00	0
2021-10-28	959	335	100	24,00	0
2021-10-29	935	333	100	24,00	0
2021-10-30	859	330	100	24,00	0
2021-10-31	849	308	100	24,00	0
2021-11-01	882	309	100	24,00	0
2021-11-02	956	409	100	24,00	0
2021-11-03	1041	325	100	24,00	0
2021-11-04	988	309	100	24,00	0
2021-11-05	1091	309	100	24,00	0
2021-11-06	890	317	100	24,00	0
2021-11-07	857	265	100	24,00	0
2021-11-08	924	323	100	24,00	0
2021-11-09	1087	335	100	24,00	0
2021-11-10	1009	338	100	24,00	0
2021-11-11	937	320	100	24,00	0
2021-11-12	902	294	100	24,00	0
2021-11-13	957	319	100	24,00	0
2021-11-14	889	268	98	23,52	2
2021-11-15	895	286	100	24,00	0

Wealth Management Portal	Performance		Availability		
	request to account informations	submission of a single payment	Operating time		Downtime
Date	msec		%	hours	%
2021-11-16	973	334	100	24,00	0
2021-11-17	1028	343	100	24,00	0
2021-11-18	978	385	100	24,00	0
2021-11-19	929	348	100	24,00	0
2021-11-20	916	289	100	24,00	0
2021-11-21	884	300	100	24,00	0
2021-11-22	916	293	100	24,00	0
2021-11-23	951	385	100	24,00	0
2021-11-24	998	346	100	24,00	0
2021-11-25	978	348	99	23,76	1
2021-11-26	927	288	100	24,00	0
2021-11-27	906	351	100	24,00	0
2021-11-28	805	339	100	24,00	0
2021-11-29	904	306	100	24,00	0
2021-11-30	1050	334	100	24,00	0
2021-12-01	968	333	100	24,00	0
2021-12-02	1053	319	100	24,00	0
2021-12-03	983	329	100	24,00	0
2021-12-04	865	283	100	24,00	0
2021-12-05	789	311	100	24,00	0
2021-12-06	885	299	100	24,00	0
2021-12-07	1041	315	100	24,00	0
2021-12-08	945	376	100	24,00	0
2021-12-09	1011	370	100	24,00	0
2021-12-10	1005	391	100	24,00	0
2021-12-11	1000	340	100	24,00	0
2021-12-12	885	374	100	24,00	0
2021-12-13	946	369	100	24,00	0
2021-12-14	1063	370	100	24,00	0
2021-12-15	952	350	100	24,00	0
2021-12-16	1028	390	100	24,00	0
2021-12-17	989	389	100	24,00	0
2021-12-18	946	353	100	24,00	0
2021-12-19	872	364	100	24,00	0
2021-12-20	967	338	100	24,00	0
2021-12-21	967	350	100	24,00	0
2021-12-22	1011	381	100	24,00	0
2021-12-23	1016	431	100	24,00	0
2021-12-24	1094	393	100	24,00	0
2021-12-25	850	346	100	24,00	0
2021-12-26	881	391	100	24,00	0
2021-12-27	887	303	100	24,00	0
2021-12-28	959	370	100	24,00	0
2021-12-29	979	351	85	24,00	15
2021-12-30	1003	380	100	24,00	0
2021-12-31	1005	332	100	24,00	0
quarterly average value	1416	334	99,8	23,99	0,20

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)	(#)	(#)	(#)	(%)
2021-10-01	826	0	0	86400	24	100	0	0	1	33	0	0
2021-10-02	10610	0	0	86400	24	100	0	0	1	65	44	68
2021-10-03	931	0	0	86400	24	100	0	0	1	32	0	0
2021-10-04	796	0	0	86400	24	100	0	0	1	64	0	0
2021-10-05	461	0	0	86400	24	100	0	0	1	100	9	9
2021-10-06	844	0	0	86400	24	100	0	0	1	46	0	0
2021-10-07	678	0	0	86400	24	100	0	0	1	56	0	0
2021-10-08	875	0	0	86400	24	100	0	0	1	40	0	0
2021-10-09	673	0	0	86400	24	100	0	0	1	50	0	0
2021-10-10	823	0	0	86400	24	100	0	0	1	33	0	0
2021-10-11	660	0	0	86400	24	100	0	0	1	54	0	0
2021-10-12	929	0	0	86400	24	100	0	0	1	14	0	0
2021-10-13	730	0	0	86400	24	100	0	0	1	62	0	0
2021-10-14	964	0	0	86400	24	100	0	0	1	34	0	0
2021-10-15	1022	0	0	86400	24	100	0	0	1	26	0	0
2021-10-16	907	0	0	86400	24	100	0	0	1	32	0	0
2021-10-17	904	0	0	86400	24	100	0	0	1	14	0	0
2021-10-18	521	0	0	86400	24	100	0	0	1	64	0	0
2021-10-19	791	0	0	86400	24	100	0	0	1	14	0	0
2021-10-20	0	0	0	86400	24	100	0	0	0	0	0	0
2021-10-21	925	0	0	86400	24	100	0	0	1	16	0	0
2021-10-22	676	0	0	86400	24	100	0	0	1	62	0	0
2021-10-23	875	0	0	86400	24	100	0	0	1	54	0	0
2021-10-24	1038	0	0	86400	24	100	0	0	1	12	0	0
2021-10-25	683	0	0	86400	24	100	0	0	1	54	0	0
2021-10-26	549	0	0	86400	24	100	0	0	1	96	0	0
2021-10-27	641	0	0	86400	24	100	0	0	1	88	0	0
2021-10-28	711	0	0	86400	24	100	0	0	1	68	0	0
2021-10-29	965	0	0	86400	24	100	0	0	1	4	0	0
2021-10-30	926	0	0	86400	24	100	0	0	1	8	0	0
2021-10-31	929	0	0	86400	24	100	0	0	1	24	0	0
2021-11-01	942	0	0	86400	24	100	0	0	1	28	0	0
2021-11-02	730	0	0	86400	24	100	0	0	1	60	0	0
2021-11-03	920	0	0	86400	24	100	0	0	1	36	0	0
2021-11-04	1413	0	0	86400	24	100	0	0	1	38	0	0
2021-11-05	672	0	0	86400	24	100	0	0	1	68	0	0
2021-11-06	881	0	0	86400	24	100	0	0	1	22	0	0
2021-11-07	957	0	0	86400	24	100	0	0	1	17	1	6
2021-11-08	694	0	0	86400	24	100	0	0	1	52	0	0
2021-11-09	869	0	0	86400	24	100	0	0	1	24	0	0
2021-11-10	1062	0	0	86400	24	100	0	0	1	12	0	0
2021-11-11	909	0	0	86400	24	100	0	0	1	16	0	0
2021-11-12	609	0	0	86400	24	100	0	0	1	79	36	46
2021-11-13	943	0	0	86400	24	100	0	0	1	24	0	0
2021-11-14	830	0	0	86400	24	100	0	0	1	36	3	8
2021-11-15	631	0	0	86400	24	100	0	0	1	74	27	36

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)	(#)	(#)	(#)	(%)
2021-11-16	1358	0	0	86400	24	100	0	0	1	8	0	0
2021-11-17	13048	0	0	86400	24	100	0	0	1	4	2	50
2021-11-18	648	0	209	86400	24	100	0	0	2	13	0	0
2021-11-19	673	0	601	86400	24	100	0	0	2	42	0	0
2021-11-20	849	0	0	86400	24	100	0	0	1	26	0	0
2021-11-21	918	0	0	86400	24	100	0	0	1	32	0	0
2021-11-22	928	0	0	86400	24	100	0	0	1	32	0	0
2021-11-23	385	315	312	86400	24	100	0	0	2	120	0	0
2021-11-24	2018	533	373	86400	24	100	0	0	2	43	0	0
2021-11-25	0	0	665	86400	24	100	0	0	1	10	0	0
2021-11-26	888	634	510	86400	24	100	0	0	2	58	0	0
2021-11-27	1042	0	0	86400	24	100	0	0	1	16	0	0
2021-11-28	1049	0	0	86400	24	100	0	0	1	4	0	0
2021-11-29	872	0	0	86400	24	100	0	0	1	36	0	0
2021-11-30	815	0	0	86400	24	100	0	0	1	8	0	0
2021-12-01	977	0	0	86400	24	100	0	0	1	8	0	0
2021-12-02	732	821	351	86400	24	100	0	0	2	88	0	0
2021-12-03	1233	0	0	86400	24	100	0	0	1	24	0	0
2021-12-04	1110	0	0	86400	24	100	0	0	1	16	0	0
2021-12-05	922	0	0	86400	24	100	0	0	1	11	0	0
2021-12-06	753	0	0	86400	24	100	0	0	1	22	0	0
2021-12-07	834	0	0	86400	24	100	0	0	1	34	0	0
2021-12-08	805	0	0	86400	24	100	0	0	1	29	0	0
2021-12-09	794	0	0	86400	24	100	0	0	1	38	0	0
2021-12-10	1053	0	0	86400	24	100	0	0	1	16	0	0
2021-12-11	823	0	0	86400	24	100	0	0	1	23	0	0
2021-12-12	1264	0	0	86400	24	100	0	0	1	2	0	0
2021-12-13	870	0	0	86400	24	100	0	0	1	27	0	0
2021-12-14	931	0	0	86400	24	100	0	0	1	28	0	0
2021-12-15	833	0	0	86400	24	100	0	0	1	40	0	0
2021-12-16	954	0	0	86400	24	100	0	0	1	16	0	0
2021-12-17	776	0	366	86400	24	100	0	0	3	19	0	0
2021-12-18	771	0	0	86400	24	100	0	0	1	24	0	0
2021-12-19	1334	0	0	86400	24	100	0	0	1	4	0	0
2021-12-20	906	0	0	86400	24	100	0	0	1	22	0	0
2021-12-21	869	0	0	86400	24	100	0	0	1	27	0	0
2021-12-22	766	0	0	86400	24	100	0	0	1	28	0	0
2021-12-23	1088	0	0	86400	24	100	0	0	1	14	0	0
2021-12-24	934	0	0	86400	24	100	0	0	1	28	0	0
2021-12-25	851	0	0	86400	24	100	0	0	1	28	0	0
2021-12-26	851	0	0	86400	24	100	0	0	1	35	0	0
2021-12-27	989	0	0	86400	24	100	0	0	1	32	0	0
2021-12-28	1221	0	0	86400	24	100	0	0	1	34	0	0
2021-12-29	898	0	0	86400	24	100	0	0	2	34	19	56
2021-12-30	6154	0	0	86400	24	100	0	0	1	36	0	0
2021-12-31	868	0	0	86400	24	100	0	0	1	20	0	0
quarterly average value	1211	576	423	86400	24	100	0	0	1	35	2	3