



Quarterly report overview

KPI measurements Statistic

period: 2022-01-01 until 2022-03-31

Compare of quarterly average value for reachability & availability

measured KPIs		
Uptime/Downtime (%)	Downtime	Operating time
Wealth Management Portal + App	0,06	99,94
Berenberg PSD2 Open Banking	0,00	100

Uptime/Downtime (hh:mm)	Downtime	Operating time
Wealth Management Portal + App	0:32	23:28
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	1531	415	n.a.*
Berenberg PSD2 Open Banking	841	374	0

* n.a. = not available

Service Level Agreement

KPI according to SLA		
AIS	PIS	PIIS
2000	1300	n.a.
2000	1300	1800

Wealth Management Portal	Performance		Availibility		
	request to account informations	submission of a single payment	Operating time	Downtime	
Date	msec		%	min	%
2022-01-01	950	365	100	00:00	0
2022-01-02	981	348	100	00:00	0
2022-01-03	962	385	100	00:00	0
2022-01-04	1173	392	100	00:00	0
2022-01-05	1136	455	100	00:00	0
2022-01-06	1100	372	100	00:00	0
2022-01-07	1121	449	100	00:00	0
2022-01-08	968	472	100	00:00	0
2022-01-09	909	436	100	00:00	0
2022-01-10	901	387	100	00:00	0
2022-01-11	1033	420	100	00:00	0
2022-01-12	1346	553	100	00:00	0
2022-01-13	1136	464	100	00:00	0
2022-01-14	1092	323	100	00:00	0
2022-01-15	1037	491	100	00:00	0
2022-01-16	870	309	100	00:00	0
2022-01-17	897	407	100	00:00	0
2022-01-18	1079	466	100	00:00	0
2022-01-19	1000	485	100	00:00	0
2022-01-20	1084	468	100	00:00	0
2022-01-21	1167	439	100	00:00	0
2022-01-22	988	396	100	00:00	0
2022-01-23	892	342	100	00:00	0
2022-01-24	995	405	100	00:00	0
2022-01-25	1172	466	100	00:00	0
2022-01-26	1189	458	100	00:00	0
2022-01-27	1135	428	100	00:00	0
2022-01-28	1124	462	100	00:00	0
2022-01-29	1027	383	100	00:00	0
2022-01-30	852	304	100	00:00	0
2022-01-31	888	315	100	00:00	0
2022-02-01	934	305	100	00:00	0
2022-02-02	1006	351	100	00:00	0
2022-02-03	1017	384	100	00:00	0
2022-02-04	1003	372	100	00:00	0
2022-02-05	905	337	96	00:55	4
2022-02-06	826	326	100	00:00	0
2022-02-07	884	343	100	00:00	0
2022-02-08	1053	414	100	00:00	0
2022-02-09	1056	430	100	00:00	0
2022-02-10	1079	398	100	00:00	0
2022-02-11	1087	463	100	00:00	0
2022-02-12	1093	446	100	00:00	0
2022-02-13	857	393	100	00:00	0
2022-02-14	929	401	100	00:00	0
2022-02-15	1091	397	100	00:00	0

Wealth Management Portal	Performance		Availability		
	request to account informations	submission of a single payment	Operating time	Downtime	
Date	msec		%	min	%
2022-02-16	1118	449	100	00:00	0
2022-02-17	1080	386	100	00:00	0
2022-02-18	1162	557	100	00:00	0
2022-02-19	991	386	100	00:00	0
2022-02-20	999	402	100	00:00	0
2022-02-21	972	397	100	00:00	0
2022-02-22	1062	427	100	00:00	0
2022-02-23	1009	392	100	00:00	0
2022-02-24	1053	385	100	00:00	0
2022-02-25	992	392	100	00:00	0
2022-02-26	977	363	100	00:00	0
2022-02-27	918	383	100	00:00	0
2022-02-28	902	354	100	00:00	0
2022-03-01	1012	401	100	00:00	0
2022-03-02	1142	374	100	00:00	0
2022-03-03	1770	405	99	00:10	1
2022-03-04	1052	476	100	00:00	0
2022-03-05	962	425	100	00:00	0
2022-03-06	897	360	100	00:00	0
2022-03-07	947	383	100	00:00	0
2022-03-08	1073	447	100	00:00	0
2022-03-09	1119	446	100	00:00	0
2022-03-10	1142	443	100	00:00	0
2022-03-11	1067	473	100	00:00	0
2022-03-12	996	518	100	00:00	0
2022-03-13	873	354	100	00:00	0
2022-03-14	911	406	100	00:00	0
2022-03-15	970	414	100	00:00	0
2022-03-16	1009	530	100	00:00	0
2022-03-17	951	377	100	00:00	0
2022-03-18	1025	437	100	00:00	0
2022-03-19	910	337	100	00:00	0
2022-03-20	911	473	100	00:00	0
2022-03-21	913	401	100	00:00	0
2022-03-22	1044	482	100	00:00	0
2022-03-23	1012	459	100	00:00	0
2022-03-24	963	447	100	00:00	0
2022-03-25	989	514	100	00:00	0
2022-03-26	890	503	100	00:00	0
2022-03-27	889	414	100	00:00	0
2022-03-28	853	411	100	00:00	0
2022-03-29	980	478	100	00:00	0
2022-03-30	982	423	100	00:00	0
2022-03-31	948	469	100	00:00	0
quarterly average value	1531	415	99,94	00:32	0,06

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
	msec			(sec)	(%)	(%)	(sec)	(#)	(#)	(#)	(%)
2022-01-01	1024	0	0	24:00	100	0	0	1	11	0	0
2022-01-02	1085	0	0	24:00	100	0	0	1	36	15	42
2022-01-03	827	0	0	24:00	100	0	0	1	68	0	0
2022-01-04	738	0	0	24:00	100	0	0	1	46	0	0
2022-01-05	1028	0	0	24:00	100	0	0	1	32	0	0
2022-01-06	912	0	0	24:00	100	0	0	1	42	0	0
2022-01-07	851	0	0	24:00	100	0	0	1	38	0	0
2022-01-08	777	0	0	24:00	100	0	0	1	20	0	0
2022-01-09	960	0	0	24:00	100	0	0	1	6	0	0
2022-01-10	829	0	0	24:00	100	0	0	1	34	0	0
2022-01-11	701	0	0	24:00	100	0	0	1	50	0	0
2022-01-12	1179	0	0	24:00	100	0	0	1	16	0	0
2022-01-13	892	0	0	24:00	100	0	0	1	20	0	0
2022-01-14	859	0	0	24:00	100	0	0	1	40	0	0
2022-01-15	837	0	0	24:00	100	0	0	1	15	0	0
2022-01-16	0	0	0	24:00	100	0	0	0	0	0	0
2022-01-17	1116	0	0	24:00	100	0	0	1	8	0	0
2022-01-18	721	0	0	24:00	100	0	0	2	21	0	0
2022-01-19	797	0	0	24:00	100	0	0	1	25	0	0
2022-01-20	675	0	0	24:00	100	0	0	1	27	0	0
2022-01-21	615	0	0	24:00	100	0	0	1	34	0	0
2022-01-22	0	0	0	24:00	100	0	0	0	0	0	0
2022-01-23	0	0	0	24:00	100	0	0	0	0	0	0
2022-01-24	694	0	0	24:00	100	0	0	1	31	0	0
2022-01-25	822	0	0	24:00	100	0	0	1	20	0	0
2022-01-26	632	0	0	24:00	100	0	0	1	14	0	0
2022-01-27	743	0	0	24:00	100	0	0	1	12	0	0
2022-01-28	819	0	0	24:00	100	0	0	1	36	0	0
2022-01-29	374	0	0	24:00	100	0	0	1	3	0	0
2022-01-30	816	0	0	24:00	100	0	0	1	8	0	0
2022-01-31	626	0	0	24:00	100	0	0	1	21	0	0
2022-02-01	897	0	0	24:00	100	0	0	1	10	0	0
2022-02-02	696	0	0	24:00	100	0	0	1	33	0	0
2022-02-03	890	0	374	24:00	100	0	0	2	41	0	0
2022-02-04	948	0	0	24:00	100	0	0	1	15	0	0
2022-02-05	690	0	0	24:00	100	0	0	1	13	0	0
2022-02-06	878	0	0	24:00	100	0	0	1	26	0	0
2022-02-07	770	0	0	24:00	100	0	0	1	41	0	0
2022-02-08	820	0	0	24:00	100	0	0	1	14	0	0
2022-02-09	396	0	0	24:00	100	0	0	1	9	3	33
2022-02-10	796	0	0	24:00	100	0	0	2	9	0	0
2022-02-11	851	0	0	24:00	100	0	0	1	22	0	0
2022-02-12	832	0	0	24:00	100	0	0	1	37	0	0
2022-02-13	870	0	0	24:00	100	0	0	1	40	0	0
2022-02-14	843	0	0	24:00	100	0	0	1	16	0	0
2022-02-15	878	0	0	24:00	100	0	0	1	19	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
	msec			(sec)	(%)	(%)	(sec)	(#)	(#)	(#)	(%)
2022-02-16	722	0	0	24:00	100	0	0	1	50	0	0
2022-02-17	787	0	0	24:00	100	0	0	1	23	0	0
2022-02-18	843	0	0	24:00	100	0	0	1	6	0	0
2022-02-19	964	0	0	24:00	100	0	0	1	4	0	0
2022-02-20	888	0	0	24:00	100	0	0	1	4	0	0
2022-02-21	845	0	0	24:00	100	0	0	1	14	0	0
2022-02-22	877	0	0	24:00	100	0	0	1	20	0	0
2022-02-23	840	0	0	24:00	100	0	0	1	32	0	0
2022-02-24	883	0	0	24:00	100	0	0	1	12	0	0
2022-02-25	873	0	0	24:00	100	0	0	1	16	0	0
2022-02-26	808	0	0	24:00	100	0	0	1	14	0	0
2022-02-27	1173	0	0	24:00	100	0	0	1	2	0	0
2022-02-28	696	0	0	24:00	100	0	0	1	26	0	0
2022-03-01	1039	0	0	24:00	100	0	0	1	3	0	0
2022-03-02	775	0	0	24:00	100	0	0	1	12	0	0
2022-03-03	1063	0	0	24:00	100	0	0	1	24	0	0
2022-03-04	671	0	0	24:00	100	0	0	1	41	0	0
2022-03-05	749	0	0	24:00	100	0	0	1	31	0	0
2022-03-06	958	0	0	24:00	100	0	0	1	16	0	0
2022-03-07	824	0	0	24:00	100	0	0	1	40	0	0
2022-03-08	1279	0	0	24:00	100	0	0	1	8	0	0
2022-03-09	1020	0	0	24:00	100	0	0	1	14	0	0
2022-03-10	907	0	0	24:00	100	0	0	1	28	0	0
2022-03-11	784	0	0	24:00	100	0	0	1	23	0	0
2022-03-12	0	0	0	24:00	100	0	0	0	0	0	0
2022-03-13	0	0	0	24:00	100	0	0	0	0	0	0
2022-03-14	1089	0	0	24:00	100	0	0	1	8	0	0
2022-03-15	1087	0	0	24:00	100	0	0	1	6	0	0
2022-03-16	635	0	0	24:00	100	0	0	1	17	0	0
2022-03-17	916	0	0	24:00	100	0	0	1	22	0	0
2022-03-18	841	0	0	24:00	100	0	0	1	26	0	0
2022-03-19	902	0	0	24:00	100	0	0	1	20	0	0
2022-03-20	0	0	0	24:00	100	0	0	0	0	0	0
2022-03-21	0	0	0	24:00	100	0	0	0	0	0	0
2022-03-22	678	0	0	24:00	100	0	0	1	16	0	0
2022-03-23	713	0	0	24:00	100	0	0	1	12	0	0
2022-03-24	932	0	0	24:00	100	0	0	1	16	0	0
2022-03-25	832	0	0	24:00	100	0	0	1	18	0	0
2022-03-26	881	0	0	24:00	100	0	0	1	18	0	0
2022-03-27	922	0	0	24:00	100	0	0	1	8	0	0
2022-03-28	765	0	0	24:00	100	0	0	1	44	0	0
2022-03-29	788	0	0	24:00	100	0	0	1	44	0	0
2022-03-30	685	0	0	24:00	100	0	0	1	45	0	0
2022-03-31	0	0	0	24:00	100	0	0	0	0	0	0
quarterly average value	841	0	374	24:00	100	0	0	1	23	0,03	0,38