



Quarterly report overview

KPI measurements Statistic

period: 2022-04-01 until 2022-06-30

Compare of quarterly average value for reachability & availability

measured KPIs		
Uptime/Downtime (%)	Downtime	Operating time
Wealth Management Portal + App	0,40	99,6
Berenberg PSD2 Open Banking	0,00	100

Uptime/Downtime (hh:mm)	Downtime	Operating time
Wealth Management Portal + App	1:40	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	1711	514	n.a.*
Berenberg PSD2 Open Banking	1119	416	0

* n.a. = not available

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		%		Std:Min	%
2022-04-01	0	0	100	24:00	00:00	0
2022-04-02	1033	395	100	24:00	00:00	0
2022-04-03	906	369	100	24:00	00:00	0
2022-04-04	957	389	100	24:00	00:00	0
2022-04-05	1187	527	100	24:00	00:00	0
2022-04-06	1142	496	100	24:00	00:00	0
2022-04-07	1168	507	100	24:00	00:00	0
2022-04-08	1066	459	87	24:00	03:01	13
2022-04-09	1210	540	100	24:00	00:00	0
2022-04-10	1037	379	100	24:00	00:00	0
2022-04-11	1016	447	100	24:00	00:00	0
2022-04-12	1239	498	100	24:00	00:00	0
2022-04-13	1160	508	100	24:00	00:00	0
2022-04-14	1095	503	100	24:00	00:00	0
2022-04-15	1213	467	100	24:00	00:00	0
2022-04-16	1240	466	100	24:00	00:00	0
2022-04-17	950	457	100	24:00	00:00	0
2022-04-18	979	372	100	24:00	00:00	0
2022-04-19	974	425	100	24:00	00:00	0
2022-04-20	1108	648	100	24:00	00:00	0
2022-04-21	1042	478	100	24:00	00:00	0
2022-04-22	1124	452	100	24:00	00:00	0
2022-04-23	968	438	100	24:00	00:00	0
2022-04-24	862	413	100	24:00	00:00	0
2022-04-25	906	504	100	24:00	00:00	0
2022-04-26	1054	484	100	24:00	00:00	0
2022-04-27	1052	505	100	24:00	00:00	0
2022-04-28	1070	527	100	24:00	00:00	0
2022-04-29	1055	480	100	24:00	00:00	0
2022-04-30	1065	565	100	24:00	00:00	0
2022-05-01	867	411	100	24:00	00:00	0
2022-05-02	931	448	100	24:00	00:00	0
2022-05-03	1074	503	100	24:00	00:00	0
2022-05-04	1108	532	100	24:00	00:00	0
2022-05-05	1027	446	100	24:00	00:00	0
2022-05-06	1087	429	100	24:00	00:00	0
2022-05-07	1247	494	100	24:00	00:00	0
2022-05-08	793	369	100	24:00	00:00	0
2022-05-09	876	408	100	24:00	00:00	0
2022-05-10	1018	448	100	24:00	00:00	0
2022-05-11	1100	564	100	24:00	00:00	0
2022-05-12	1060	542	100	24:00	00:00	0
2022-05-13	1148	611	100	24:00	00:00	0
2022-05-14	1020	569	99	23:49	00:10	1
2022-05-15	970	533	100	24:00	00:00	0
2022-05-16	1041	559	100	24:00	00:00	0

Wealth Management Portal	Performance		Availability			
	request to account informations	submission of a single payment	Operating time		Downtime	
	Date	msec	%		Std:Min	%
2022-05-17	1116	616	100	24:00	00:00	0
2022-05-18	1166	701	100	24:00	00:00	0
2022-05-19	1088	583	100	24:00	00:00	0
2022-05-20	1221	608	100	24:00	00:00	0
2022-05-21	968	579	100	24:00	00:00	0
2022-05-22	959	475	100	24:00	00:00	0
2022-05-23	879	491	100	24:00	00:00	0
2022-05-24	1151	677	100	24:00	00:00	0
2022-05-25	1193	549	100	24:00	00:00	0
2022-05-26	1043	592	100	24:00	00:00	0
2022-05-27	1092	582	100	24:00	00:00	0
2022-05-28	1075	454	100	24:00	00:00	0
2022-05-29	870	541	100	24:00	00:00	0
2022-05-30	948	494	100	24:00	00:00	0
2022-05-31	1044	505	100	24:00	00:00	0
2022-06-01	1061	450	100	24:00	00:00	0
2022-06-02	972	289	79	18:59	05:01	21
2022-06-03	1072	446	100	24:00	00:00	0
2022-06-04	1083	569	100	24:00	00:00	0
2022-06-05	836	421	100	24:00	00:00	0
2022-06-06	859	451	100	24:00	00:00	0
2022-06-07	1157	456	100	24:00	00:00	0
2022-06-08	1135	477	100	24:00	00:00	0
2022-06-09	1129	485	100	24:00	00:00	0
2022-06-10	1156	450	100	24:00	00:00	0
2022-06-11	1096	421	100	24:00	00:00	0
2022-06-12	1173	661	100	24:00	00:00	0
2022-06-13	940	646	100	24:00	00:00	0
2022-06-14	1023	583	99	23:49	00:10	1
2022-06-15	2734	801	100	24:00	00:00	0
2022-06-16	2375	712	100	24:00	00:00	0
2022-06-17	1318	697	100	24:00	00:00	0
2022-06-18	1091	631	100	24:00	00:00	0
2022-06-19	880	516	100	24:00	00:00	0
2022-06-20	1035	567	100	24:00	00:00	0
2022-06-21	1224	750	100	24:00	00:00	0
2022-06-22	1271	698	100	24:00	00:00	0
2022-06-23	1115	643	100	24:00	00:00	0
2022-06-24	1251	544	100	24:00	00:00	0
2022-06-25	977	538	100	24:00	00:00	0
2022-06-26	888	525	100	24:00	00:00	0
2022-06-27	934	599	100	24:00	00:00	0
2022-06-28	1087	590	100	24:00	00:00	0
2022-06-29	1069	568	100	24:00	00:00	0
2022-06-30	1146	571	100	24:00	00:00	0
quarterly average value	1711	514	99,6	22:12	40:28	0,40

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			(hh:mm)	(%)	(%)	(sec)	(#)	(#)	(#)	(%)
2022-04-01	1037	0	0	24:00	100	0	0	1	2	0	0
2022-04-02	832	0	0	24:00	100	0	0	1	8	0	0
2022-04-03	895	0	0	24:00	100	0	0	1	10	0	0
2022-04-04	862	0	0	24:00	100	0	0	1	13	0	0
2022-04-05	763	0	0	24:00	100	0	0	1	34	0	0
2022-04-06	841	0	0	24:00	100	0	0	1	34	0	0
2022-04-07	832	0	0	24:00	100	0	0	1	44	0	0
2022-04-08	889	0	0	24:00	100	0	0	1	16	0	0
2022-04-09	578	0	0	24:00	100	0	0	1	50	0	0
2022-04-10	866	0	0	24:00	100	0	0	1	19	0	0
2022-04-11	857	0	0	24:00	100	0	0	1	11	0	0
2022-04-12	938	0	0	24:00	100	0	0	1	18	0	0
2022-04-13	1318	0	0	24:00	100	0	0	1	18	0	0
2022-04-14	432	0	0	24:00	100	0	0	1	27	0	0
2022-04-15	810	0	0	24:00	100	0	0	1	8	0	0
2022-04-16	779	0	0	24:00	100	0	0	1	13	0	0
2022-04-17	0	0	0	24:00	100	0	0	0	0	0	0
2022-04-18	717	0	0	24:00	100	0	0	1	8	0	0
2022-04-19	833	0	0	24:00	100	0	0	1	18	0	0
2022-04-20	0	0	0	24:00	100	0	0	0	0	0	0
2022-04-21	741	0	0	24:00	100	0	0	1	6	0	0
2022-04-22	827	0	0	24:00	100	0	0	1	8	0	0
2022-04-23	806	0	0	24:00	100	0	0	1	10	0	0
2022-04-24	1186	0	0	24:00	100	0	0	1	2	0	0
2022-04-25	866	0	0	24:00	100	0	0	1	20	0	0
2022-04-26	835	0	0	24:00	100	0	0	1	8	0	0
2022-04-27	0	0	0	24:00	100	0	0	0	0	0	0
2022-04-28	847	0	0	24:00	100	0	0	1	16	0	0
2022-04-29	841	0	0	24:00	100	0	0	1	8	0	0
2022-04-30	1055	0	0	24:00	100	0	0	1	2	0	0
2022-05-01	0	0	0	24:00	100	0	0	0	0	0	0
2022-05-02	900	0	0	24:00	100	0	0	1	16	0	0
2022-05-03	4467	0	0	24:00	100	0	0	1	2	0	0
2022-05-04	1022	0	0	24:00	100	0	0	1	8	0	0
2022-05-05	906	0	0	24:00	100	0	0	1	22	0	0
2022-05-06	7908	0	0	24:00	100	0	0	1	2	0	0
2022-05-07	937	0	0	24:00	100	0	0	1	8	0	0
2022-05-08	961	0	0	24:00	100	0	0	1	8	0	0
2022-05-09	636	0	0	24:00	100	0	0	1	30	0	0
2022-05-10	0	0	0	24:00	100	0	0	0	0	0	0
2022-05-11	0	0	0	24:00	100	0	0	0	0	0	0
2022-05-12	1225	0	0	24:00	100	0	0	1	2	0	0
2022-05-13	1116	0	0	24:00	100	0	0	1	2	0	0
2022-05-14	0	0	0	24:00	100	0	0	0	0	0	0
2022-05-15	860	0	0	24:00	100	0	0	1	16	0	0
2022-05-16	845	0	0	24:00	100	0	0	1	23	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			(hh:mm)	(%)	(%)	(sec)	(#)	(#)	(#)	(%)
2022-05-17	878	0	0	24:00	100	0	0	1	27	0	0
2022-05-18	817	0	0	24:00	100	0	0	1	24	0	0
2022-05-19	814	0	0	24:00	100	0	0	1	16	0	0
2022-05-20	854	0	0	24:00	100	0	0	1	10	0	0
2022-05-21	0	0	0	24:00	100	0	0	0	0	0	0
2022-05-22	898	0	0	24:00	100	0	0	1	8	0	0
2022-05-23	816	0	0	24:00	100	0	0	1	32	0	0
2022-05-24	858	0	0	24:00	100	0	0	1	20	0	0
2022-05-25	568	0	0	24:00	100	0	0	1	39	0	0
2022-05-26	344	0	235	24:00	100	0	0	2	161	8	5
2022-05-27	562	0	359	24:00	100	0	0	2	66	0	0
2022-05-28	0	0	0	24:00	100	0	0	0	0	0	0
2022-05-29	0	0	0	24:00	100	0	0	0	0	0	0
2022-05-30	687	0	0	24:00	100	0	0	2	33	0	0
2022-05-31	1162	0	0	24:00	100	0	0	1	2	0	0
2022-06-01	272	0	0	24:00	100	0	0	1	21	0	0
2022-06-02	603	0	0	24:00	100	0	0	1	36	0	0
2022-06-03	407	0	0	24:00	100	0	0	2	30	0	0
2022-06-04	557	0	0	24:00	100	0	0	1	34	0	0
2022-06-05	920	0	0	24:00	100	0	0	1	8	0	0
2022-06-06	867	0	0	24:00	100	0	0	1	19	0	0
2022-06-07	501	0	458	24:00	100	0	0	4	49	0	0
2022-06-08	730	0	0	24:00	100	0	0	2	15	0	0
2022-06-09	917	0	613	24:00	100	0	0	2	18	0	0
2022-06-10	834	0	0	24:00	100	0	0	1	18	0	0
2022-06-11	10719	0	0	24:00	100	0	0	1	3	0	0
2022-06-12	0	0	0	24:00	100	0	0	0	0	0	0
2022-06-13	0	0	0	24:00	100	0	0	0	0	0	0
2022-06-14	0	0	0	24:00	100	0	0	0	0	0	0
2022-06-15	0	0	0	24:00	100	0	0	0	0	0	0
2022-06-16	626	0	0	24:00	100	0	0	1	19	0	0
2022-06-17	453	0	0	24:00	100	0	0	1	29	0	0
2022-06-18	0	0	0	24:00	100	0	0	0	0	0	0
2022-06-19	0	0	0	24:00	100	0	0	0	0	0	0
2022-06-20	509	0	0	24:00	100	0	0	1	43	0	0
2022-06-21	516	0	0	24:00	100	0	0	1	21	0	0
2022-06-22	1370	0	0	24:00	100	0	0	1	2	0	0
2022-06-23	2527	0	0	24:00	100	0	0	1	2	0	0
2022-06-24	0	0	0	24:00	100	0	0	0	0	0	0
2022-06-25	756	0	0	24:00	100	0	0	1	25	0	0
2022-06-26	0	0	0	24:00	100	0	0	0	0	0	0
2022-06-27	1422	0	0	24:00	100	0	0	1	11	0	0
2022-06-28	515	0	0	24:00	100	0	0	1	24	0	0
2022-06-29	983	0	0	24:00	100	0	0	1	5	0	0
2022-06-30	594	0	0	24:00	100	0	0	1	29	0	0
quarterly average value	1119	0	416	24:00	100	0	0	1	20	0,1	0,05