

Quarterly report overview

KPI measurements Statistic

period: 2023-07-01 until 2023-09-30

Compare of quarterly average value for reachability & availability

measured KPIs		
Uptime/Downtime (%)	Downtime	Operating time
Wealth Management Portal + App	0,01	0,99
Berenberg PSD2 Open Banking	0,00	100

Uptime/Downtime (hh:mm)	Downtime	Operating time
Wealth Management Portal + App	0:11	23:49
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	1428	390	n.a.*
Berenberg PSD2 Open Banking	1130	526	557

* 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		%	hh:mm	hh:mm	%
2023-07-01	1070	436	100%	24:00	00:00	0%
2023-07-02	1014	430	100%	24:00	00:00	0%
2023-07-03	1085	404	100%	24:00	00:00	0%
2023-07-04	1117	420	100%	24:00	00:00	0%
2023-07-05	1102	464	100%	0:00	00:00	0%
2023-07-06	1159	440	100%	24:00	00:00	0%
2023-07-07	1170	473	100%	24:00	00:00	0%
2023-07-08	1015	421	92%	22:00	02:00	8%
2023-07-09	1080	401	100%	24:00	00:00	0%
2023-07-10	977	402	100%	24:00	00:00	0%
2023-07-11	966	419	100%	24:00	00:00	0%
2023-07-12	978	419	100%	24:00	00:00	0%
2023-07-13	1279	402	100%	24:00	00:00	0%
2023-07-14	1031	372	100%	24:00	00:00	0%
2023-07-15	1025	440	100%	24:00	00:00	0%
2023-07-16	973	375	100%	24:00	00:00	0%
2023-07-17	1058	409	100%	24:00	00:00	0%
2023-07-18	1075	412	100%	24:00	00:00	0%
2023-07-19	1071	429	100%	24:00	00:00	0%
2023-07-20	1065	381	100%	24:00	00:00	0%
2023-07-21	1032	373	100%	24:00	00:00	0%
2023-07-22	1034	381	100%	24:00	00:00	0%
2023-07-23	971	423	100%	24:00	00:00	0%
2023-07-24	1464	424	100%	24:00	00:00	0%
2023-07-25	1243	368	100%	24:00	00:00	0%
2023-07-26	986	402	100%	24:00	00:00	0%
2023-07-27	1075	403	100%	24:00	00:00	0%
2023-07-28	1069	442	100%	24:00	00:00	0%
2023-07-29	993	363	100%	24:00	00:00	0%
2023-07-30	996	397	100%	24:00	00:00	0%
2023-07-31	1013	379	100%	24:00	00:00	0%
2023-08-01	1042	406	100%	24:00	00:00	0%
2023-08-02	1040	367	100%	24:00	00:00	0%
2023-08-03	1051	336	100%	24:00	00:00	0%
2023-08-04	1045	346	100%	24:00	00:00	0%
2023-08-05	1062	374	100%	24:00	00:00	0%
2023-08-06	1053	399	100%	24:00	00:00	0%
2023-08-07	1115	389	100%	24:00	00:00	0%
2023-08-08	1096	407	100%	24:00	00:00	0%
2023-08-09	1039	719	100%	24:00	00:00	0%
2023-08-10	993	392	100%	24:00	00:00	0%
2023-08-11	1050	369	100%	24:00	00:00	0%
2023-08-12	1029	417	100%	24:00	00:00	0%
2023-08-13	1102	615	50%	12:00	12:00	50%
2023-08-14	1059	399	100%	24:00	00:00	0%
2023-08-15	1070	355	100%	24:00	00:00	0%
2023-08-16	979	364	100%	24:00	00:00	0%
2023-08-17	996	320	100%	24:00	00:00	0%
2023-08-18	1030	346	100%	24:00	00:00	0%
2023-08-19	1036	365	100%	24:00	00:00	0%
2023-08-20	888	414	100%	24:00	00:00	0%
2023-08-21	982	367	100%	24:00	00:00	0%
2023-08-22	947	358	100%	24:00	00:00	0%
2023-08-23	1026	369	100%	24:00	00:00	0%
2023-08-24	930	348	100%	24:00	00:00	0%
2023-08-25	1030	355	100%	24:00	00:00	0%
2023-08-26	929	319	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		%	hh:mm	hh:mm	%
2023-08-27	951	319	100%	24:00	00:00	0%
2023-08-28	853	347	100%	24:00	00:00	0%
2023-08-29	1037	368	100%	24:00	00:00	0%
2023-08-30	1001	364	100%	24:00	00:00	0%
2023-08-31	1046	356	100%	24:00	00:00	0%
2023-09-01	984	364	100%	24:00	00:00	0%
2023-09-02	956	314	100%	24:00	00:00	0%
2023-09-03	992	358	100%	24:00	00:00	0%
2023-09-04	998	343	100%	24:00	00:00	0%
2023-09-05	1000	330	100%	24:00	00:00	0%
2023-09-06	998	356	100%	24:00	00:00	0%
2023-09-07	988	342	100%	24:00	00:00	0%
2023-09-08	1004	371	100%	24:00	00:00	0%
2023-09-09	1058	479	100%	24:00	00:00	0%
2023-09-10	1009	407	100%	24:00	00:00	0%
2023-09-11	955	356	100%	24:00	00:00	0%
2023-09-12	1002	346	100%	24:00	00:00	0%
2023-09-13	1040	406	100%	24:00	00:00	0%
2023-09-14	1086	374	88%	21:00	03:00	13%
2023-09-15	1034	382	100%	24:00	00:00	0%
2023-09-16	1012	371	100%	24:00	00:00	0%
2023-09-17	1117	346	100%	24:00	00:00	0%
2023-09-18	997	343	100%	24:00	00:00	0%
2023-09-19	1008	351	100%	24:00	00:00	0%
2023-09-20	1099	419	100%	24:00	00:00	0%
2023-09-21	1069	361	100%	24:00	00:00	0%
2023-09-22	1078	389	100%	24:00	00:00	0%
2023-09-23	965	357	100%	24:00	00:00	0%
2023-09-24	1035	392	100%	24:00	00:00	0%
2023-09-25	963	371	100%	24:00	00:00	0%
2023-09-26	882	343	100%	24:00	00:00	0%
2023-09-27	1095	414	100%	24:00	00:00	0%
2023-09-28	1032	376	99%	23:50	00:10	1%
2023-09-29	1164	437	100%	24:00	00:00	0%
2023-09-30	1055	419	100%	24:00	00:00	0%
quarterly average value	1428	390	0,99	23:49	0:11	0,01

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
	Date	msec		(hh:mm)	(%)	(%)	(sec)	(#)	(#)	(#)	(%)
2023-07-01	495	0	0	24:00	100	0	0	1	17	0	0%
2023-07-02	0	0	0	24:00	100	0	0	0	0	0	0%
2023-07-03	352	0	0	24:00	100	0	0	1	94	0	0%
2023-07-04	492	0	0	24:00	100	0	0	1	40	0	0%
2023-07-05	584	0	0	24:00	100	0	0	1	59	0	0%
2023-07-06	806	0	0	24:00	100	0	0	2	16	0	0%
2023-07-07	588	740	0	24:00	100	0	0	2	40	0	0%
2023-07-08	1031	0	0	24:00	100	0	0	1	18	0	0%
2023-07-09	1661	0	0	24:00	100	0	0	1	2	0	0%
2023-07-10	298	0	0	24:00	100	0	0	1	54	0	0%
2023-07-11	869	0	0	24:00	100	0	0	1	12	0	0%
2023-07-12	901	0	584	24:00	100	0	0	2	16	0	0%
2023-07-13	952	0	0	24:00	100	0	0	1	6	0	0%
2023-07-14	787	659	0	24:00	100	0	0	2	13	0	0%
2023-07-15	151	0	0	24:00	100	0	0	1	96	0	0%
2023-07-16	2237	0	0	24:00	100	0	0	1	2	0	0%
2023-07-17	680	0	0	24:00	100	0	0	2	52	0	0%
2023-07-18	650	0	0	24:00	100	0	0	1	40	0	0%
2023-07-19	601	0	0	24:00	100	0	0	1	36	0	0%
2023-07-20	7516	0	0	24:00	100	0	0	1	46	24	52%
2023-07-21	1011	0	504	24:00	100	0	0	2	46	0	0%
2023-07-22	638	0	0	24:00	100	0	0	1	55	0	0%
2023-07-23	510	0	0	24:00	100	0	0	1	23	0	0%
2023-07-24	1196	0	0	24:00	100	0	0	1	7	0	0%
2023-07-25	716	0	0	24:00	100	0	0	1	21	0	0%
2023-07-26	534	0	0	24:00	100	0	0	1	67	0	0%
2023-07-27	898	0	684	24:00	100	0	0	2	24	0	0%
2023-07-28	510	0	0	24:00	100	0	0	1	27	0	0%
2023-07-29	1200	0	0	24:00	100	0	0	1	2	0	0%
2023-07-30	0	0	0	24:00	100	0	0	0	0	0	0%
2023-07-31	705	0	0	24:00	100	0	0	1	48	0	0%
2023-08-01	966	0	0	24:00	100	0	0	1	24	0	0%
2023-08-02	787	0	0	24:00	100	0	0	1	31	0	0%
2023-08-03	927	0	0	24:00	100	0	0	1	21	0	0%
2023-08-04	908	0	0	24:00	100	0	0	1	28	0	0%
2023-08-05	905	0	0	24:00	100	0	0	1	7	0	0%
2023-08-06	1189	0	0	24:00	100	0	0	1	4	0	0%
2023-08-07	968	0	0	24:00	100	0	0	1	13	0	0%
2023-08-08	593	0	0	24:00	100	0	0	1	39	0	0%
2023-08-09	1078	0	0	24:00	100	0	0	1	23	0	0%
2023-08-10	995	0	0	24:00	100	0	0	1	30	0	0%
2023-08-11	787	0	0	24:00	100	0	0	2	44	0	0%
2023-08-12	1146	0	0	24:00	100	0	0	1	9	0	0%
2023-08-13	18864	0	0	24:00	100	0	0	1	10	6	60%
2023-08-14	2338	296	0	24:00	100	0	0	2	59	8	14%
2023-08-15	579	0	492	24:00	100	0	0	2	96	0	0%
2023-08-16	548	0	0	24:00	100	0	0	1	49	0	0%
2023-08-17	584	534	395	24:00	100	0	0	2	68	0	0%
2023-08-18	806	0	0	24:00	100	0	0	1	14	0	0%
2023-08-19	n/a	0	0	24:00	100	0	0	0	0	0	0%
2023-08-20	n/a	0	0	24:00	100	0	0	0	0	0	0%
2023-08-21	949	0	0	24:00	100	0	0	1	9	0	0%
2023-08-22	1023	0	0	24:00	100	0	0	1	9	0	0%
2023-08-23	944	0	0	24:00	100	0	0	1	16	0	0%
2023-08-24	958	0	0	24:00	100	0	0	1	13	0	0%
2023-08-25	829	0	0	24:00	100	0	0	1	11	0	0%
2023-08-26	1109	0	0	24:00	100	0	0	1	6	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
	Date	msec		(hh:mm)	(%)	(%)	(sec)	(#)	(#)	(#)	(%)
2023-08-27	916	0	0	24:00	100	0	0	1	6	0	0%
2023-08-28	658	0	0	24:00	100	0	0	2	9	0	0%
2023-08-29	657	0	0	24:00	100	0	0	1	39	0	0%
2023-08-30	1106	0	631	24:00	100	0	0	2	82	0	0%
2023-08-31	910	0	393	24:00	100	0	0	2	45	0	0%
2023-09-01	895	0	0	24:00	100	0	0	1	13	0	0%
2023-09-02	599	0	0	24:00	100	0	0	1	27	0	0%
2023-09-03	876	0	0	24:00	100	0	0	1	9	0	0%
2023-09-04	799	0	0	24:00	100	0	0	1	22	0	0%
2023-09-05	494	0	0	24:00	100	0	0	1	2	0	0%
2023-09-06	847	0	0	24:00	100	0	0	1	20	0	0%
2023-09-07	640	0	0	24:00	100	0	0	1	25	0	0%
2023-09-08	0	0	0	24:00	100	0	0	0	0	0	0%
2023-09-09	1482	0	0	24:00	100	0	0	1	3	0	0%
2023-09-10	1095	0	0	24:00	100	0	0	1	7	0	0%
2023-09-11	949	0	0	24:00	100	0	0	1	11	0	0%
2023-09-12	554	0	0	24:00	100	0	0	1	23	0	0%
2023-09-13	822	0	0	24:00	100	0	0	1	18	0	0%
2023-09-14	897	0	0	24:00	100	0	0	1	9	0	0%
2023-09-15	696	0	0	24:00	100	0	0	2	13	0	0%
2023-09-16	1085	0	0	24:00	100	0	0	1	23	0	0%
2023-09-17	970	0	0	24:00	100	0	0	1	21	0	0%
2023-09-18	822	0	0	24:00	100	0	0	1	12	0	0%
2023-09-19	823	0	0	24:00	100	0	0	1	23	0	0%
2023-09-20	679	0	0	24:00	100	0	0	1	41	0	0%
2023-09-21	850	0	0	24:00	100	0	0	1	13	0	0%
2023-09-22	1481	0	0	24:00	100	0	0	1	2	0	0%
2023-09-23	1142	0	0	24:00	100	0	0	1	3	0	0%
2023-09-24	0	0	0	24:00	100	0	0	0	0	0	0%
2023-09-25	577	0	0	24:00	100	0	0	1	37	0	0%
2023-09-26	895	0	0	24:00	100	0	0	1	35	0	0%
2023-09-27	1003	0	0	24:00	100	0	0	1	4	0	0%
2023-09-28	0	0	0	24:00	100	0	0	0	0	0	0%
2023-09-29	611	0	0	24:00	100	0	0	1	51	0	0%
2023-09-30	0	0	0	24:00	100	0	0	0	0	0	0%
quarterly average value	1130	557	526	24:00	100	0	0	1	27	0,4	0,01