

Quarterly report overview

KPI measurements Statistic

period: 2023-10-01 until 2023-12-31

Compare of quarterly average value for reachability & availability

measured KPIs		
Uptime/Downtime (%)	Downtime	Operating time
Wealth Management Portal + App	0,04%	99,96%
Berenberg PSD2 Open Banking	0,25%	99,75%

Uptime/Downtime (hh:mm)	Downtime	Operating time
Wealth Management Portal + App	0:01	23:59
Berenberg PSD2 Open Banking	0:04	23:56

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	1574	586	n.a.*
Berenberg PSD2 Open Banking	754	452	554

* 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	%
01.10.2023	1001	374	100%	24:00	00:00	0%
02.10.2023	1071	379	100%	24:00	00:00	0%
03.10.2023	1046	405	100%	24:00	00:00	0%
04.10.2023	1031	405	100%	24:00	00:00	0%
05.10.2023	1041	465	100%	24:00	00:00	0%
06.10.2023	1080	397	100%	24:00	00:00	0%
07.10.2023	987	383	100%	24:00	00:00	0%
08.10.2023	959	445	100%	24:00	00:00	0%
09.10.2023	1064	397	100%	24:00	00:00	0%
10.10.2023	1014	365	100%	24:00	00:00	0%
11.10.2023	1031	405	100%	24:00	00:00	0%
12.10.2023	1072	384	100%	24:00	00:00	0%
13.10.2023	1023	401	100%	24:00	00:00	0%
14.10.2023	1033	679	100%	24:00	00:00	0%
15.10.2023	946	329	100%	24:00	00:00	0%
16.10.2023	964	377	100%	24:00	00:00	0%
17.10.2023	973	327	100%	24:00	00:00	0%
18.10.2023	909	318	100%	24:00	00:00	0%
19.10.2023	994	338	100%	24:00	00:00	0%
20.10.2023	966	634	100%	24:00	00:00	0%
21.10.2023	910	686	100%	24:00	00:00	0%
22.10.2023	962	600	100%	24:00	00:00	0%
23.10.2023	1039	609	100%	24:00	00:00	0%
24.10.2023	1077	649	100%	24:00	00:00	0%
25.10.2023	1065	660	100%	24:00	00:00	0%
26.10.2023	1108	682	100%	24:00	00:00	0%
27.10.2023	990	687	100%	24:00	00:00	0%
28.10.2023	1021	678	100%	24:00	00:00	0%
29.10.2023	931	632	100%	24:00	00:00	0%
30.10.2023	975	624	100%	24:00	00:00	0%
31.10.2023	1027	668	100%	24:00	00:00	0%
01.11.2023	945	611	100%	24:00	00:00	0%
02.11.2023	959	647	100%	24:00	00:00	0%
03.11.2023	952	575	100%	24:00	00:00	0%
04.11.2023	861	561	100%	24:00	00:00	0%
05.11.2023	918	610	100%	24:00	00:00	0%
06.11.2023	821	612	100%	24:00	00:00	0%
07.11.2023	890	622	100%	24:00	00:00	0%
08.11.2023	891	635	100%	24:00	00:00	0%
09.11.2023	866	617	100%	24:00	00:00	0%
10.11.2023	876	596	100%	24:00	00:00	0%
11.11.2023	819	621	100%	24:00	00:00	0%
12.11.2023	744	643	100%	24:00	00:00	0%
13.11.2023	812	602	100%	24:00	00:00	0%
14.11.2023	913	595	100%	24:00	00:00	0%
15.11.2023	888	611	100%	24:00	00:00	0%
16.11.2023	906	606	100%	24:00	00:00	0%
17.11.2023	911	647	100%	24:00	00:00	0%
18.11.2023	859	604	100%	24:00	00:00	0%
19.11.2023	848	603	96%	23:00	01:00	4%
20.11.2023	851	630	100%	24:00	00:00	0%
21.11.2023	950	641	100%	24:00	00:00	0%
22.11.2023	984	652	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	%
23.11.2023	977	621	100%	24:00	00:00	0%
24.11.2023	913	619	100%	24:00	00:00	0%
25.11.2023	898	623	100%	24:00	00:00	0%
26.11.2023	785	622	100%	24:00	00:00	0%
27.11.2023	853	653	100%	24:00	00:00	0%
28.11.2023	840	638	100%	24:00	00:00	0%
29.11.2023	926	655	100%	24:00	00:00	0%
30.11.2023	903	643	100%	24:00	00:00	0%
01.12.2023	981	629	100%	24:00	00:00	0%
02.12.2023	975	593	100%	24:00	00:00	0%
03.12.2023	940	654	100%	24:00	00:00	0%
04.12.2023	986	605	100%	24:00	00:00	0%
05.12.2023	981	649	100%	24:00	00:00	0%
06.12.2023	981	638	100%	24:00	00:00	0%
07.12.2023	1007	652	100%	24:00	00:00	0%
08.12.2023	1075	607	100%	24:00	00:00	0%
09.12.2023	1137	660	100%	24:00	00:00	0%
10.12.2023	1070	620	100%	24:00	00:00	0%
11.12.2023	1101	642	100%	24:00	00:00	0%
12.12.2023	1139	642	100%	24:00	00:00	0%
13.12.2023	1159	659	100%	24:00	00:00	0%
14.12.2023	1096	638	100%	24:00	00:00	0%
15.12.2023	1106	630	100%	24:00	00:00	0%
16.12.2023	1072	603	100%	24:00	00:00	0%
17.12.2023	1009	673	100%	24:00	00:00	0%
18.12.2023	1013	655	100%	24:00	00:00	0%
19.12.2023	1141	667	100%	24:00	00:00	0%
20.12.2023	1101	666	100%	24:00	00:00	0%
21.12.2023	1066	654	100%	24:00	00:00	0%
22.12.2023	1135	629	100%	24:00	00:00	0%
23.12.2023	1046	645	100%	24:00	00:00	0%
24.12.2023	1041	660	100%	24:00	00:00	0%
25.12.2023	1086	664	100%	24:00	00:00	0%
26.12.2023	1034	651	100%	24:00	00:00	0%
27.12.2023	999	685	100%	24:00	00:00	0%
28.12.2023	1128	642	100%	24:00	00:00	0%
29.12.2023	1120	649	100%	24:00	00:00	0%
30.12.2023	1092	637	100%	24:00	00:00	0%
31.12.2023	1100	629	100%	24:00	00:00	0%
quarterly average value	1574	586	99,95%	23:59	0:01	0,04%

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)	(#)	(#)	(#)	(%)
01.10.2023	0	0	0	24:00	100%	0%	0	0	0	0	0%
02.10.2023	919	0	0	24:00	100%	0%	0	1	7	0	0%
03.10.2023	1077	0	0	24:00	100%	0%	0	1	14	0	0%
04.10.2023	606	0	0	24:00	100%	0%	0	1	33	0	0%
05.10.2023	1043	0	0	24:00	100%	0%	0	1	16	0	0%
06.10.2023	726	0	0	24:00	100%	0%	0	1	42	0	0%
07.10.2023	1071	0	0	24:00	100%	0%	0	1	14	0	0%
08.10.2023	920	0	0	24:00	100%	0%	0	1	7	0	0%
09.10.2023	884	0	0	24:00	100%	0%	0	1	30	0	0%
10.10.2023	925	554	0	24:00	100%	0%	0	2	35	0	0%
11.10.2023	759	0	0	24:00	100%	0%	0	1	7	0	0%
12.10.2023	811	0	0	24:00	100%	0%	0	1	10	0	0%
13.10.2023	700	0	0	24:00	100%	0%	0	2	68	0	0%
14.10.2023	929	0	0	22:50	93,83%	6,17%	5335	1	27	24	88,89%
15.10.2023	578	0	0	20:00	83,38%	16,62%	14356	1	137	54	39,42%
16.10.2023	467	0	0	24:00	100%	0%	0	1	46	0	0%
17.10.2023	512	0	0	24:00	100%	0%	0	1	55	0	0%
18.10.2023	512	0	0	24:00	100%	0%	0	1	14	0	0%
19.10.2023	942	0	452	24:00	100%	0%	0	2	45	1	2%
20.10.2023	333	0	0	24:00	100%	0%	0	1	17	0	0%
21.10.2023	1147	0	0	24:00	100%	0%	0	1	2	0	0%
22.10.2023	441	0	0	24:00	100%	0%	0	1	24	0	0%
23.10.2023	883	0	0	24:00	100%	0%	0	1	9	0	0%
24.10.2023	530	0	0	24:00	100%	0%	0	1	68	0	0%
25.10.2023	392	0	0	24:00	100%	0%	0	1	19	0	0%
26.10.2023	473	0	0	24:00	100%	0%	0	4	80	0	0%
27.10.2023	882	0	0	24:00	100%	0%	0	1	19	0	0%
28.10.2023	0	0	0	24:00	100%	0%	0	0	0	0	0%
29.10.2023	633	0	0	24:00	100%	0%	0	1	35	0	0%
30.10.2023	857	0	0	24:00	100%	0%	0	1	7	0	0%
31.10.2023	589	0	0	24:00	100%	0%	0	1	31	0	0%
01.11.2023	561	0	0	24:00	100%	0%	0	2	28	0	0%
02.11.2023	722	0	0	24:00	100%	0%	0	1	14	0	0%
03.11.2023	417	0	0	24:00	100%	0%	0	1	49	0	0%
04.11.2023	473	0	0	24:00	100%	0%	0	1	20	0	0%
05.11.2023	839	0	0	24:00	100%	0%	0	1	5	0	0%
06.11.2023	611	0	0	24:00	100%	0%	0	1	32	0	0%
07.11.2023	528	0	0	24:00	100%	0%	0	1	76	0	0%
08.11.2023	466	0	0	24:00	100%	0%	0	1	39	0	0%
09.11.2023	580	0	0	24:00	100%	0%	0	1	33	0	0%
10.11.2023	933	0	0	24:00	100%	0%	0	1	12	0	0%
11.11.2023	736	0	0	24:00	100%	0%	0	1	41	0	0%
12.11.2023	1069	0	0	24:00	100%	0%	0	1	28	0	0%
13.11.2023	813	0	0	24:00	100%	0%	0	1	25	0	0%
14.11.2023	600	0	0	24:00	100%	0%	0	1	40	0	0%
15.11.2023	521	0	0	24:00	100%	0%	0	1	21	0	0%
16.11.2023	592	0	0	24:00	100%	0%	0	1	37	0	0%
17.11.2023	355	0	0	24:00	100%	0%	0	2	57	0	0%
18.11.2023	0	0	0	24:00	100%	0%	0	0	0	0	0%
19.11.2023	842	0	0	24:00	100%	0%	0	1	22	0	0%
20.11.2023	538	0	0	24:00	100%	0%	0	1	56	0	0%
21.11.2023	627	0	0	24:00	100%	0%	0	1	81	0	0%
22.11.2023	890	0	0	24:00	100%	0%	0	1	22	0	0%
23.11.2023	545	0	0	24:00	100%	0%	0	1	56	0	0%
24.11.2023	750	0	0	24:00	100%	0%	0	1	37	0	0%
25.11.2023	906	0	0	24:00	100%	0%	0	1	23	0	0%
26.11.2023	1390	0	0	24:00	100%	0%	0	1	3	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)	(#)	(#)	(#)	(%)
27.11.2023	541	0	0	24:00	100%	0%	0	1	33	0	0%
28.11.2023	402	0	0	24:00	100%	0%	0	1	42	0	0%
29.11.2023	481	0	0	24:00	100%	0%	0	1	84	0	0%
30.11.2023	580	0	0	24:00	100%	0%	0	1	42	0	0%
01.12.2023	612	0	0	24:00	100%	0%	0	1	50	0	0%
02.12.2023	813	0	0	24:00	100%	0%	0	1	23	0	0%
03.12.2023	1112	0	0	24:00	100%	0%	0	1	7	0	0%
04.12.2023	845	0	0	24:00	100%	0%	0	1	30	0	0%
05.12.2023	927	0	0	24:00	100%	0%	0	1	32	0	0%
06.12.2023	329	0	0	24:00	100%	0%	0	1	46	0	0%
07.12.2023	527	0	0	24:00	100%	0%	0	1	43	0	0%
08.12.2023	469	0	0	24:00	100%	0%	0	1	85	0	0%
09.12.2023	915	0	0	24:00	100%	0%	0	1	29	0	0%
10.12.2023	0	0	0	24:00	100%	0%	0	0	0	0	0%
11.12.2023	351	0	0	24:00	100%	0%	0	2	66	0	0%
12.12.2023	1036	0	0	24:00	100%	0%	0	1	9	0	0%
13.12.2023	1162	0	0	24:00	100%	0%	0	1	15	0	0%
14.12.2023	1062	0	0	24:00	100%	0%	0	1	19	0	0%
15.12.2023	1109	0	0	24:00	100%	0%	0	1	16	0	0%
16.12.2023	1297	0	0	24:00	100%	0%	0	1	17	0	0%
17.12.2023	1413	0	0	24:00	100%	0%	0	1	2	0	0%
18.12.2023	651	0	0	24:00	100%	0%	0	3	55	0	0%
19.12.2023	552	0	0	24:00	100%	0%	0	3	75	0	0%
20.12.2023	745	0	0	24:00	100%	0%	0	3	40	0	0%
21.12.2023	789	0	0	24:00	100%	0%	0	3	37	0	0%
22.12.2023	785	0	0	24:00	100%	0%	0	3	56	0	0%
23.12.2023	1203	0	0	24:00	100%	0%	0	2	13	0	0%
24.12.2023	0	0	0	24:00	100%	0%	0	0	0	0	0%
25.12.2023	1310	0	0	24:00	100%	0%	0	2	4	0	0%
26.12.2023	939	0	0	24:00	100%	0%	0	2	24	0	0%
27.12.2023	809	0	0	24:00	100%	0%	0	2	27	0	0%
28.12.2023	753	0	0	24:00	100%	0%	0	3	25	0	0%
29.12.2023	984	0	0	24:00	100%	0%	0	2	19	0	0%
30.12.2023	979	0	0	24:00	100%	0%	0	2	21	0	0%
31.12.2023	1009	0	0	24:00	100%	0%	0	2	26	0	0%
quarterly average value	754	554	452	23:56	99,75%	0,25%	214	1	31	0,9	2%