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KPI & Statistics

Dedicated Interface

	AIS Bal	AIS Tra	PIS Single	Up (AIS)	Up (PIS)	Up (PIIS)	Error Rate
April 1,2025	1025	414	549	100%	100%	100%	0.17
April 2,2025	1023	426	545	100%	100%	100%	0.13
April 3,2025	1023	430	555	100%	100%	100%	0.02
April 4,2025	1024	435	546	100%	100%	100%	0.03
April 5,2025	1001	447	527	100%	100%	100%	0.03
April 6,2025	1005	454	524	100%	100%	100%	0.11
April 7,2025	1037	433	543	100%	100%	100%	0.03
April 8,2025	1018	430	548	100%	100%	100%	0.02
April 9,2025	1027	432	557	100%	100%	100%	0.02
April 10,2025	1027	432	540	100%	100%	100%	0.02
April 11,2025	1021	431	553	100%	100%	100%	0.02
April 12,2025	997	434	526	100%	100%	100%	0.02
April 13,2025	997	437	506	100%	100%	100%	0.02
April 14,2025	1033	423	551	100%	100%	100%	0.06
April 15,2025	1025	423	545	100%	100%	100%	0.03
April 16,2025	1017	417	536	100%	100%	100%	0.04
April 17,2025	1017	415	541	98%	100%	100%	0.03
April 18,2025	985	416	505	100%	100%	100%	0.02
April 19,2025	1904	581	494	100%	100%	100%	0.02
April 20,2025	986	432	510	100%	100%	100%	0.02
April 21,2025	1097	413	515	100%	100%	100%	0.02
April 22,2025	993	399	537	100%	100%	100%	0.03
April 23,2025	1003	424	570	100%	100%	100%	0.02
April 24,2025	1000	425	534	100%	100%	100%	0.03
April 25,2025	988	418	541	100%	100%	100%	0.72
April 26,2025	1031	449	515	100%	100%	100%	0.02
April 27,2025	979	404	510	100%	100%	100%	0.01
April 28,2025	1022	419	567	100%	100%	100%	0.03
April 29,2025	1034	415	559	100%	100%	100%	0.02
April 30,2025	1024	813	549	100%	100%	100%	0.02

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	AIS Bal	AIS Tra	PIS Single	Up (AIS)	Up (PIS)	Up (PIIS)	Error Rate
May 1,2025	1000	403	528	100%	100%	100%	0.03
May 2,2025	1021	409	550	100%	100%	100%	0.02
May 3,2025	1069	480	546	100%	100%	100%	0.03
May 4,2025	991	423	553	100%	100%	100%	0.02
May 5,2025	1047	436	590	100%	100%	100%	0.02
May 6,2025	1027	412	560	100%	100%	100%	0.03
May 7,2025	1027	414	542	100%	100%	100%	0.02
May 8,2025	1022	426	562	100%	100%	100%	0.02
May 9,2025	1013	414	549	100%	100%	100%	0.04
May 10,2025	988	429	534	100%	100%	100%	0.02
May 11,2025	996	425	532	100%	100%	100%	0.02
May 12,2025	1022	433	556	99%	99%	99%	2.03
May 13,2025	1021	526	561	100%	100%	100%	0.03
May 14,2025	1023	420	560	100%	100%	100%	0.02
May 15,2025	1025	416	559	100%	100%	100%	0.02
May 16,2025	1017	412	547	100%	100%	100%	0.03
May 17,2025	1003	426	583	100%	100%	100%	0.02
May 18,2025	999	420	538	100%	100%	100%	0.66
May 19,2025	1027	770	562	100%	100%	100%	0.03
May 20,2025	1015	410	563	100%	100%	100%	0.03
May 21,2025	1008	414	559	100%	100%	100%	0.04
May 22,2025	990	406	549	100%	100%	100%	0.02
May 23,2025	993	404	570	100%	100%	100%	0.02
May 24,2025	980	421	551	100%	100%	100%	0.07
May 25,2025	978	408	539	100%	100%	100%	0.02
May 26,2025	1011	404	580	100%	100%	100%	0.03
May 27,2025	1016	415	573	100%	100%	100%	0.03
May 28,2025	1016	422	575	100%	100%	100%	0.02
May 29,2025	999	420	548	100%	100%	100%	0.06
May 30,2025	1015	411	568	100%	100%	100%	0.05
May 31,2025	1002	407	544	100%	100%	100%	0.01

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Dedicated Interface

	AIS Bal	AIS Tra	PIS Single	Up (AIS)	Up (PIS)	Up (PIIS)	Error Rate
June 1,2025	984	407	544	100%	100%	100%	0.01
June 2,2025	1025	411	581	100%	100%	100%	0.03
June 3,2025	1017	420	591	98%	98%	98%	2.07
June 4,2025	1007	416	566	100%	100%	100%	0.01
June 5,2025	1010	419	585	100%	100%	100%	0.06
June 6,2025	1000	410	575	100%	100%	100%	0.03
June 7,2025	987	417	562	100%	100%	100%	0.03
June 8,2025	981	422	542	100%	100%	100%	0.02
June 9,2025	988	418	552	100%	100%	100%	0.04
June 10,2025	1018	416	895	100%	100%	100%	0.06
June 11,2025	1015	427	573	100%	100%	100%	0.04
June 12,2025	1004	410	583	97%	97%	97%	2.02
June 13,2025	1000	403	568	100%	100%	100%	0.02
June 14,2025	989	417	561	100%	100%	100%	0.07
June 15,2025	992	416	552	100%	100%	100%	0.17
June 16,2025	1007	399	576	100%	100%	100%	0.05
June 17,2025	1011	410	574	100%	100%	100%	0.03
June 18,2025	1001	396	559	100%	100%	100%	0.02
June 19,2025	987	385	539	100%	100%	100%	0.02
June 20,2025	999	396	563	100%	100%	100%	0.02
June 21,2025	991	426	521	100%	100%	100%	0.75
June 22,2025	994	468	515	95%	95%	95%	2.12
June 23,2025	1000	396	565	100%	100%	100%	0.05
June 24,2025	987	391	548	100%	100%	100%	0.02
June 25,2025	991	395	545	100%	100%	100%	0.44
June 26,2025	1000	402	557	100%	100%	100%	0.23
June 27,2025	1003	401	577	100%	100%	100%	0.03
June 28,2025	995	853	538	100%	100%	100%	0.03
June 29,2025	1162	434	517	100%	100%	100%	0.02
June 30,2025	1019	414	615	100%	100%	100%	0.06

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KPI & Statistics

Online Channel

	AIS Bal	AIS Tra	PIS Single	Up
April 1,2025	2589	2857	3009	100%
April 2,2025	2455	2646	2977	100%
April 3,2025	2468	2691	2980	100%
April 4,2025	2435	2660	2979	100%
April 5,2025	2402	2559	3010	100%
April 6,2025	2400	2587	2970	100%
April 7,2025	3585	2622	2993	100%
April 8,2025	2479	2682	3005	100%
April 9,2025	2463	2438	2971	100%
April 10,2025	2158	2352	2950	100%
April 11,2025	2136	2399	2957	100%
April 12,2025	2131	2392	2968	100%
April 13,2025	2078	2331	2905	100%
April 14,2025	2160	2416	2946	100%
April 15,2025	2166	2413	2942	100%
April 16,2025	2139	2368	2941	100%
April 17,2025	2168	2442	2942	100%
April 18,2025	2105	2326	2896	100%
April 19,2025	2083	2289	2926	100%
April 20,2025	2096	2343	2900	100%
April 21,2025	2090	2323	2902	100%
April 22,2025	2172	2379	2951	100%
April 23,2025	2270	2452	2990	100%
April 24,2025	2274	2577	2969	100%
April 25,2025	2172	2417	2951	100%
April 26,2025	2521	2883	2922	100%
April 27,2025	2084	2310	2921	100%
April 28,2025	2183	2414	2961	100%
April 29,2025	2247	2447	2967	100%
April 30,2025	2154	2347	2950	100%

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Online Channel

	AIS Bal	AIS Tra	PIS Single	Up
May 1,2025	2124	2337	2910	100%
May 2,2025	2158	2374	2942	100%
May 3,2025	2120	2356	2964	100%
May 4,2025	2116	2331	2954	100%
May 5,2025	2218	2392	2978	100%
May 6,2025	2171	2357	2961	100%
May 7,2025	2217	2434	2949	100%
May 8,2025	2312	2495	2960	100%
May 9,2025	2138	2303	2936	99%
May 10,2025	2332	2257	2939	100%
May 11,2025	2148	2335	2908	100%
May 12,2025	2256	2407	2980	100%
May 13,2025	2287	2475	2961	100%
May 14,2025	2192	2389	2949	100%
May 15,2025	2161	2376	2947	100%
May 16,2025	2196	2429	2940	100%
May 17,2025	2149	2304	2967	100%
May 18,2025	2144	2341	2932	99%
May 19,2025	2178	2332	2957	100%
May 20,2025	2176	2349	2948	100%
May 21,2025	2346	2548	2961	100%
May 22,2025	2237	2449	2952	100%
May 23,2025	2135	2341	2939	100%
May 24,2025	2099	2271	2940	100%
May 25,2025	2122	2303	2905	100%
May 26,2025	2157	2400	2945	100%
May 27,2025	2202	2399	2966	100%
May 28,2025	2254	2443	2828	100%
May 29,2025	2159	2353	2916	100%
May 30,2025	2164	2350	2960	100%
May 31,2025	2137	2310	2996	100%

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Online Channel

	AIS Bal	AIS Tra	PIS Single	Up
June 1,2025	2158	2325	2935	100%
June 2,2025	2282	2413	2958	100%
June 3,2025	2182	2408	3005	100%
June 4,2025	2283	2494	2980	100%
June 5,2025	2154	2401	2961	100%
June 6,2025	2111	2358	2960	100%
June 7,2025	2111	2339	2944	100%
June 8,2025	2126	2304	2911	100%
June 9,2025	2136	2334	2921	100%
June 10,2025	2175	2408	2978	100%
June 11,2025	2148	2389	2971	100%
June 12,2025	2141	2394	2977	100%
June 13,2025	2134	2393	2970	100%
June 14,2025	2092	2526	2950	100%
June 15,2025	2045	2272	2903	100%
June 16,2025	2225	2465	2968	100%
June 17,2025	2097	2328	2945	100%
June 18,2025	2182	2374	2977	100%
June 19,2025	2091	2304	2915	100%
June 20,2025	2103	2369	2948	100%
June 21,2025	2126	2405	3015	100%
June 22,2025	2169	2365	3575	100%
June 23,2025	2160	2425	3173	100%
June 24,2025	2113	2399	2940	100%
June 25,2025	2149	2402	2951	100%
June 26,2025	2151	2401	3009	100%
June 27,2025	2252	2548	3027	100%
June 28,2025	2109	2225	2961	99%
June 29,2025	2830	2446	2943	100%
June 30,2025	2177	2423	3004	100%

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Mobile Channel

	AIS Bal	AIS Tra	PIS Single	Up
April 1,2025	2805	2919	1576	100%
April 2,2025	2804	2858	1552	100%
April 3,2025	2842	2861	1555	100%
April 4,2025	2975	2999	1550	100%
April 5,2025	2815	2851	1587	100%
April 6,2025	2866	2849	1564	100%
April 7,2025	4332	2861	1568	100%
April 8,2025	2932	2864	1580	100%
April 9,2025	3108	2856	1561	100%
April 10,2025	3029	2855	1542	100%
April 11,2025	2778	2905	1550	100%
April 12,2025	2811	2954	1570	100%
April 13,2025	2810	2846	1520	100%
April 14,2025	2837	2859	1545	100%
April 15,2025	2862	2860	1543	100%
April 16,2025	2841	2883	1546	100%
April 17,2025	2837	2846	1533	100%
April 18,2025	2802	2823	1522	100%
April 19,2025	2790	2829	1551	100%
April 20,2025	2812	2821	1526	100%
April 21,2025	2793	2821	1528	100%
April 22,2025	2825	2856	1551	100%
April 23,2025	2835	2854	1547	100%
April 24,2025	2848	2839	1532	100%
April 25,2025	3002	2831	1550	100%
April 26,2025	2981	2892	1853	100%
April 27,2025	2787	2808	1527	99%
April 28,2025	2804	2850	1538	100%
April 29,2025	2806	2855	1554	100%
April 30,2025	2800	2856	1540	100%

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Mobile Channel

	AIS Bal	AIS Tra	PIS Single	Up
May 1,2025	2796	2827	1517	100%
May 2,2025	2827	2848	1548	100%
May 3,2025	2828	2901	1563	100%
May 4,2025	2795	2824	1542	100%
May 5,2025	2831	2886	1549	100%
May 6,2025	2800	2859	1545	100%
May 7,2025	2810	2853	1533	100%
May 8,2025	2823	2845	1529	100%
May 9,2025	2828	2837	1533	99%
May 10,2025	2866	2826	1546	100%
May 11,2025	2813	2821	1513	100%
May 12,2025	2936	2833	1540	100%
May 13,2025	2823	2835	1536	100%
May 14,2025	2810	2866	1544	100%
May 15,2025	2874	2935	1546	100%
May 16,2025	2814	2832	1539	100%
May 17,2025	2788	2977	1577	100%
May 18,2025	2817	2815	1535	100%
May 19,2025	2848	2837	1532	100%
May 20,2025	2772	2844	1557	100%
May 21,2025	2827	2840	1546	100%
May 22,2025	2812	2842	1538	100%
May 23,2025	2956	2813	1535	100%
May 24,2025	2805	2880	1546	100%
May 25,2025	2725	2821	1514	100%
May 26,2025	2846	2834	1544	100%
May 27,2025	2839	2858	1550	100%
May 28,2025	2828	2857	1553	100%
May 29,2025	2824	2835	1529	100%
May 30,2025	2805	2848	1542	100%
May 31,2025	2800	2850	1573	100%

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Mobile Channel

	AIS Bal	AIS Tra	PIS Single	Up
June 1,2025	2799	2833	1545	100%
June 2,2025	2828	2865	1537	100%
June 3,2025	2808	2870	1588	100%
June 4,2025	2815	2860	1566	100%
June 5,2025	2815	2859	1550	100%
June 6,2025	2811	2849	1572	100%
June 7,2025	2803	2836	1548	100%
June 8,2025	2810	2812	1530	100%
June 9,2025	2815	2827	1534	100%
June 10,2025	2844	2871	1571	100%
June 11,2025	2822	2860	1568	100%
June 12,2025	2804	2856	1561	100%
June 13,2025	2797	2852	1558	100%
June 14,2025	2947	2838	1556	100%
June 15,2025	2798	2825	1520	100%
June 16,2025	2837	2872	1583	100%
June 17,2025	2797	2863	1580	100%
June 18,2025	2800	2856	1579	100%
June 19,2025	2801	2843	1552	100%
June 20,2025	2805	2853	1577	100%
June 21,2025	2832	2836	1570	100%
June 22,2025	2894	2821	1659	100%
June 23,2025	2849	2875	1642	100%
June 24,2025	2901	2870	1569	100%
June 25,2025	2825	2887	1580	100%
June 26,2025	2837	2927	1783	100%
June 27,2025	2815	2915	1618	100%
June 28,2025	2819	2964	1594	99%
June 29,2025	2916	2924	2559	100%
June 30,2025	2826	2958	1640	100%

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Annex: Non comparability of client channel functionality

The latest NISP - NextGenPSD2 Implementation Support Program - introduced a method to enhance the comparability of API services and client channel applications within their Compliance paper v1.4.

This has been implemented for this region as some formatting e.g. on IBANs and other payment data are performed in the related online / mobile channels already in the frontend. Those checks are included on the middleware of the API channel which lead to a systematic uncomparability between online / mobile and API channels in the chosen performance measurement approach.

Therefore it has been introduced as best practice to add the measured performance of the online channels additional time blocks which is equivalent to the medium performance of the checks in the API channel, to make the overall performance figures comparable. Several random tests considering different users and accounts have been carried out, resulting in the following average load times which where added to the KPIs shown in the previous page:

Online Channel
AIS Bal: 1794 ms
AIS Tra: 1949 ms
PIS Single: 2738 ms

Mobile Channel
AIS Bal: 2684 ms
AIS Tra: 2717 ms
PIS Single: 1404 ms