

DE | norisbank GmbH | Noris

KPI & Statistics
Q3 2021



Created Date: Tuesday, 12/10/2021





Dedicated Interface

July 2021	AIS Bal	AIS Tra	PIS Single
July 1	2076	2036	1028
July 2	2060	2031	1208
July 3	1991	1950	1865
July 4	1996	1936	1840
July 5	2015	1945	1768
July 6	2001	1965	1499
July 7	2011	2009	1433
July 8	2026	2105	1008
July 9	2006	2230	1562
July 10	2007	2011	1136
July 11	1997	1952	1249
July 12	1997	1978	961
July 13	2010	2059	1842
July 14	2009	2011	1351
July 15	2179	2233	1054
July 16	2012	2052	1964
July 17	16300	6421	1128
July 18	1924	1904	972
July 19	1963	2010	1361
July 20	1966	2017	1303
July 21	1977	2020	875
July 22	1978	2008	1102
July 23	1900	1903	1644
July 24	1916	1886	1246
July 25	1915	1934	1368
July 26	1938	1911	1304
July 27	1929	1934	1399
July 28	1918	1946	939
July 29	1918	1929	1059
July 30	1935	1991	1084
July 31	1914	1808	1028

Up (AIS)	Up (PIS)	Up (PIIS)
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%

All figures are shown as a monthly average time (in milliseconds) resp. percentage (in %) value.
Find more information on our KPIs here: <https://www.deutsche-bank.de/pk/lp/xs2a/psd2-statistics.standalone.html>



Dedicated Interface

August 2021	AIS Bal	AIS Tra	PIS Single
August 1	1947	1829	1047
August 2	1931	2016	1023
August 3	1940	1888	1053
August 4	1938	1839	952
August 5	1933	1871	1316
August 6	1937	1884	1276
August 7	1938	1799	1639
August 8	1939	1826	1093
August 9	1950	1885	1003
August 10	1946	1903	1245
August 11	1948	1870	1112
August 12	1953	1881	1194
August 13	2251	1926	1322
August 14	1978	1886	1386
August 15	1992	2184	1443
August 16	1998	1955	1224
August 17	2062	1999	1011
August 18	2039	2002	1180
August 19	2039	1977	1706
August 20	2020	1976	1246
August 21	2004	1895	1433
August 22	1999	1845	1546
August 23	2036	1883	992
August 24	2030	1912	1061
August 25	2038	1938	1021
August 26	2060	1975	1080
August 27	2110	1941	834
August 28	2300	1985	1320
August 29	2198	2205	1318
August 30	2237	2191	1085
August 31	2187	2200	1026

Up (AIS)	Up (PIS)	Up (PIIS)
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%

All figures are shown as a monthly average time (in milliseconds) resp. percentage (in %) value.
Find more information on our KPIs here: <https://www.deutsche-bank.de/pk/lp/xs2a/psd2-statistics.standalone.html>

KPI & Statistics

DE | norisbank GmbH | Noris



Dedicated Interface

September 2021	AIS Bal	AIS Tra	PIS Single
September 1	2210	2175	852
September 2	2237	2233	1094
September 3	2221	2177	1607
September 4	2261	2349	1228
September 5	2237	2330	1270
September 6	2185	2206	1285
September 7	2067	2116	1297
September 8	2075	2165	1160
September 9	2175	2107	1268
September 10	2174	2026	1181
September 11	2145	1909	1526
September 12	2118	1876	961
September 13	2122	1973	880
September 14	2123	1912	888
September 15	2113	1953	1344
September 16	2258	2051	1173
September 17	2078	1889	1173
September 18	2236	1965	1166
September 19	2237	1916	1014
September 20	2289	1992	1167
September 21	2314	1953	1105
September 22	2287	1953	1003
September 23	2362	1196	1073
September 24	2173	877	860
September 25	43688	88387	1099
September 26	2081	786	1039
September 27	2086	844	1168
September 28	2083	825	819
September 29	2056	810	827
September 30	2093	874	908

Up (AIS)	Up (PIS)	Up (PIIS)
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
96%	96%	96%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
58%	58%	58%
100%	100%	100%
100%	100%	100%

All figures are shown as a monthly average time (in milliseconds) resp. percentage (in %) value.
Find more information on our KPIs here: <https://www.deutsche-bank.de/pk/lp/xs2a/psd2-statistics.standalone.html>

KPI & Statistics

DE | norisbank GmbH | Noris



Online Channel

July 2021	AIS Bal	AIS Tra	PIS Single
July 1	1515	1836	2239
July 2	1483	1791	2216
July 3	1476	1784	2206
July 4	1469	1769	2270
July 5	1469	1768	2182
July 6	1510	1909	2387
July 7	1491	1803	2226
July 8	1481	1801	2205
July 9	1475	1778	2206
July 10	1491	1812	2206
July 11	1488	1825	2490
July 12	1470	1770	2391
July 13	1497	1803	2224
July 14	1492	1817	2227
July 15	1509	1865	2217
July 16	1499	1822	2242
July 17	1487	1822	2201
July 18	1472	1792	2277
July 19	1472	1777	2182
July 20	1523	1877	2222
July 21	1504	1836	2238
July 22	1563	1894	2230
July 23	1527	1932	2224
July 24	1474	1788	2210
July 25	1470	1805	2303
July 26	1470	1805	2172
July 27	1537	1898	2219
July 28	1578	1959	2260
July 29	1547	1926	2225
July 30	1544	1951	2265
July 31	1582	1987	2320

Up		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		

All figures are shown as a monthly average time (in milliseconds) resp. percentage (in %) value.
 Find more information on our KPIs here: <https://www.deutsche-bank.de/pk/lp/xs2a/psd2-statistics.standalone.html>



Online Channel

September 2021	AIS Bal	AIS Tra	PIS Single
September 1	1515	1836	2239
September 2	1483	1791	2216
September 3	1476	1784	2206
September 4	1469	1769	2270
September 5	1469	1768	2182
September 6	1510	1909	2387
September 7	1491	1803	2226
September 8	1481	1801	2205
September 9	1475	1778	2206
September 10	1491	1812	2206
September 11	1488	1825	2490
September 12	1470	1770	2391
September 13	1497	1803	2224
September 14	1492	1817	2227
September 15	1509	1865	2217
September 16	1499	1822	2242
September 17	1487	1822	2201
September 18	1472	1792	2277
September 19	1472	1777	2182
September 20	1523	1877	2222
September 21	1504	1836	2238
September 22	1563	1894	2230
September 23	1527	1932	2224
September 24	1474	1788	2210
September 25	1470	1805	2303
September 26	1470	1805	2172
September 27	1537	1898	2219
September 28	1578	1959	2260
September 29	1547	1926	2225
September 30	1544	1951	2265

Up		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
100.00%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		

All figures are shown as a monthly average time (in milliseconds) resp. percentage (in %) value.
 Find more information on our KPIs here: <https://www.deutsche-bank.de/pk/lp/xs2a/psd2-statistics.standalone.html>
 KPI & Statistics
 DE | norisbank GmbH | Noris



Mobile Channel

August 2021	AIS Bal	AIS Tra	PIS Single
August 1	2732	2803	1539
August 2	2969	3386	1529
August 3	2726	2855	1726
August 4	2738	2839	1572
August 5	2733	2834	1553
August 6	2731	2832	1553
August 7	2717	2856	1613
August 8	2729	2833	1529
August 9	2733	2827	1546
August 10	2724	2836	1563
August 11	2723	2823	1549
August 12	2721	2825	1551
August 13	2724	2824	1545
August 14	2718	2854	1604
August 15	2723	2807	1530
August 16	2738	2832	1551
August 17	2721	2835	1567
August 18	2747	2821	1552
August 19	2739	2817	1540
August 20	2717	2823	1548
August 21	2719	2872	1639
August 22	2728	2847	1533
August 23	2752	2833	1548
August 24	2722	2839	1557
August 25	2721	2830	1550
August 26	2721	2834	1557
August 27	2734	2840	1552
August 28	2720	2891	1642
August 29	2737	2812	1534
August 30	2862	2937	1598
August 31	2740	2885	1578

Up		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		

All figures are shown as a monthly average time (in milliseconds) resp. percentage (in %) value.

Find more information on our KPIs here: <https://www.deutsche-bank.de/pk/lp/xs2a/psd2-statistics.standalone.html>

KPI & Statistics

DE | norisbank GmbH | Noris



Mobile Channel

September 2021	AIS Bal	AIS Tra	PIS Single
September 1	2739	2867	1561
September 2	2721	2834	1544
September 3	2747	2823	1542
September 4	2725	2860	1627
September 5	2731	2802	1529
September 6	2806	2959	1582
September 7	2722	2832	1565
September 8	2731	2819	1544
September 9	2725	2819	1540
September 10	2719	2819	1548
September 11	2724	2855	1715
September 12	2734	2809	1643
September 13	2751	2836	1556
September 14	2728	2845	1575
September 15	2735	2830	1555
September 16	2721	2828	1563
September 17	2722	2828	1554
September 18	2720	2884	1649
September 19	2734	2803	1532
September 20	2839	2830	1562
September 21	2738	2839	1579
September 22	2756	2829	1561
September 23	2794	2816	1549
September 24	2722	2813	1561
September 25	2730	2877	1663
September 26	2734	2825	1527
September 27	2769	2827	1555
September 28	2736	2847	1576
September 29	2730	2845	1548
September 30	2743	2863	1580

Up		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		
99.88%		

All figures are shown as a monthly average time (in milliseconds) resp. percentage (in %) value.
 Find more information on our KPIs here: <https://www.deutsche-bank.de/pk/lp/xs2a/psd2-statistics.standalone.html>

KPI & Statistics
 DE | norisbank GmbH | Noris



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 were added to the KPIs shown in the previous page:

Online Channel

AIS Bal: 1356 ms

AIS Tra: 1655 ms

PIS Single: 1997 ms

Mobile Channel

AIS Bal: 2684 ms

AIS Tra: 2717 ms

PIS Single: 1404 ms