

Deutsche Bank

Payment Services Directive 2

BE | Deutsche Bank AG - Branch Belgium | DB

KPI & Statistics

Dedicated Interface

	AIS Bal	AIS Tra	PIS Single	Up (AIS)	Up (PIS)	Up (PIIS)	ERROR RATE
April 1	1071	1756	2028	100%	100%	100%	0
April 2	959	1955	2056	100%	100%	100%	0
April 3	2813	3782	2465	100%	100%	100%	0
April 4	1358	2023	2301	100%	100%	100%	0
April 5	1043	1979	2075	100%	100%	100%	0
April 6	1305	2041	2333	100%	100%	100%	0
April 7	1170	1674	2192	100%	100%	100%	0
April 8	933	1553	2106	100%	100%	100%	0
April 9	943	1869	2190	100%	100%	100%	0
April 10	872	1727	2709	100%	100%	100%	0
April 11	1252	2001	2216	98%	98%	98%	1.12
April 12	1362	1834	2038	100%	100%	100%	0
April 13	1004	1720	2773	100%	100%	100%	0
April 14	985	1720	2176	100%	100%	100%	0
April 15	905	1605	2002	100%	100%	100%	1.75
April 16	1027	1733	2367	100%	100%	100%	0
April 17	962	1614	2775	100%	100%	100%	0
April 18	958	1722	2379	100%	100%	100%	0
April 19	1512	1595	2939	100%	100%	100%	0
April 20	942	1732	4303	100%	100%	100%	0
April 21	962	1646	3290	100%	100%	100%	0
April 22	905	2038	2604	100%	100%	100%	2.13
April 23	890	1772	2567	100%	100%	100%	2.2
April 24	1022	1748	2219	100%	100%	100%	0
April 25	1087	1661	2773	100%	100%	100%	0
April 26	1326	1603	2797	100%	100%	100%	0
April 27	1073	1574	2511	100%	100%	100%	0
April 28	944	1673	2855	100%	100%	100%	0
April 29	908	1493	2722	100%	100%	100%	0
April 30	953	1352	2784	100%	100%	100%	0

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

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	AIS Bal	AIS Tra	PIS Single	Up (AIS)	Up (PIS)	Up (PIIS)	ERROR RATE
May 1	928	1478	2547	100%	100%	100%	0
May 2	1123	1680	3058	100%	100%	100%	0
May 3	973	1493	3055	100%	100%	100%	0
May 4	930	1472	2730	100%	100%	100%	0
May 5	985	1500	2844	100%	100%	100%	0
May 6	919	1593	2809	100%	100%	100%	0
May 7	915	1457	2018	100%	100%	100%	4.3
May 8	1158	1646	2851	100%	100%	100%	0
May 9	1034	1543	2057	100%	100%	100%	0
May 10	968	1525	3305	100%	100%	100%	0
May 11	1073	1613	2685	100%	100%	100%	0
May 12	981	1544	2553	100%	100%	100%	0
May 13	904	1725	2652	100%	100%	100%	0
May 14	893	1537	2538	100%	100%	100%	1.89
May 15	963	1631	2788	100%	100%	100%	0
May 16	1017	1573	2785	100%	100%	100%	0
May 17	1533	1572	3657	100%	100%	100%	0
May 18	899	1806	3672	100%	100%	100%	0
May 19	1038	1557	2365	100%	100%	100%	0
May 20	907	1661	2778	100%	100%	100%	0
May 21	904	1673	2736	100%	100%	100%	2.04
May 22	1576	1747	3147	100%	100%	100%	0
May 23	978	1684	2776	100%	100%	100%	0
May 24	1448	1829	4457	100%	100%	100%	0
May 25	1033	1818	2703	100%	100%	100%	0
May 26	987	1824	2980	100%	100%	100%	0
May 27	912	1699	2739	100%	100%	100%	0
May 28	874	1784	2885	100%	100%	100%	1.05
May 29	908	1826	2458	100%	100%	100%	0
May 30	1057	1916	3206	100%	100%	100%	0
May 31	1126	1843	3539	100%	100%	100%	0

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Dedicated Interface

	AIS Bal	AIS Tra	PIS Single	Up (AIS)	Up (PIS)	Up (PIIS)	ERROR RATE
June 1	1413	1842	3626	100%	100%	100%	0
June 2	1066	1708	3471	100%	100%	100%	0
June 3	918	1674	2622	100%	100%	100%	0
June 4	877	1750	2649	100%	100%	100%	0
June 5	1582	1930	3044	100%	100%	100%	0
June 6	1129	1592	2930	100%	100%	100%	2.55
June 7	1000	1669	2766	100%	100%	100%	0
June 8	1033	1589	3761	100%	100%	100%	0
June 9	1079	1565	2834	100%	100%	100%	0
June 10	1031	1660	3120	100%	100%	100%	0
June 11	940	1479	2864	98%	98%	98%	1.32
June 12	949	1720	2230	97%	97%	97%	0.9
June 13	1019	1964	2700	100%	100%	100%	0
June 14	1069	1615	3465	100%	100%	100%	0
June 15	972	1613	2023	100%	100%	100%	0
June 16	869	1673	3135	100%	100%	100%	0
June 17	789	1760	3343	100%	100%	100%	0
June 18	824	1682	2781	100%	100%	100%	0
June 19	939	1711	3706	100%	100%	100%	0
June 20	1032	1768	2959	100%	100%	100%	0
June 21	1146	1748	3164	100%	100%	100%	0
June 22	932	1565	3721	100%	100%	100%	0
June 23	978	1528	2651	100%	100%	100%	0
June 24	907	1793	3212	100%	100%	100%	0
June 25	1059	1960	2085	100%	100%	100%	0
June 26	1001	1926	3107	100%	100%	100%	0
June 27	1041	1695	3136	100%	100%	100%	0
June 28	1125	1841	4355	100%	100%	100%	0
June 29	1032	1712	4136	100%	100%	100%	0
June 30	1010	1571	3587	100%	100%	100%	0

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Online Channel

	AIS Bal	AIS Tra	PIS Single	Up
April 1	3987	2586	4280	100%
April 2	3972	2622	4454	100%
April 3	4923	2805	4049	100%
April 4	4456	2724	4023	100%
April 5	4277	2703	4002	100%
April 6	4129	2636	3881	100%
April 7	4050	2759	3929	100%
April 8	4272	2656	4162	100%
April 9	4095	2877	4874	100%
April 10	4480	2836	3875	100%
April 11	4199	2616	3767	100%
April 12	4238	2685	3740	100%
April 13	4512	2949	3863	100%
April 14	4929	3252	3842	100%
April 15	4308	2978	3881	100%
April 16	4377	2967	3885	100%
April 17	4342	2969	3853	100%
April 18	4503	3099	3852	100%
April 19	4438	3543	3812	100%
April 20	4284	3519	3675	100%
April 21	4485	2784	3931	100%
April 22	4456	2733	3841	100%
April 23	4453	2748	3859	100%
April 24	4386	2712	3778	100%
April 25	4268	2749	3709	100%
April 26	4444	2795	3898	100%
April 27	4403	2672	3821	100%
April 28	4407	2636	3892	100%
April 29	4678	2782	3909	100%
April 30	4246	2660	3926	100%

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Online Channel

	AIS Bal	AIS Tra	PIS Single	Up
May 1	4247	2738	3806	100%
May 2	4450	2772	3924	100%
May 3	4492	2813	3925	100%
May 4	4494	2858	3856	100%
May 5	4500	2817	3837	100%
May 6	4279	2781	3960	100%
May 7	4164	2562	3807	100%
May 8	4499	2758	4030	100%
May 9	4455	3001	3969	100%
May 10	4467	2804	3997	100%
May 11	4440	2803	4807	100%
May 12	4444	2818	4024	100%
May 13	4373	2793	3897	100%
May 14	4165	2634	4055	100%
May 15	4428	2732	4218	100%
May 16	4418	2761	4001	100%
May 17	4474	2877	4008	100%
May 18	4502	2884	4091	100%
May 19	4434	2839	4047	100%
May 20	4387	2711	3827	100%
May 21	4207	2786	3903	100%
May 22	4377	2731	4061	100%
May 23	4382	2744	4120	100%
May 24	4441	2816	4330	100%
May 25	4557	2709	4110	100%
May 26	4448	2662	3949	100%
May 27	5620	3671	3860	100%
May 28	3996	2637	3685	100%
May 29	4302	2800	3839	100%
May 30	4485	2910	4026	100%
May 31	4363	2826	3868	100%

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Online Channel

	AIS Bal	AIS Tra	PIS Single	Up
June 1	4431	2800	3879	100%
June 2	4458	2801	3707	100%
June 3	5526	2810	4135	100%
June 4	4449	2705	4323	100%
June 5	4227	2789	4145	100%
June 6	4290	2588	3950	100%
June 7	4189	2636	4318	100%
June 8	4017	2656	4162	100%
June 9	4402	2703	4098	100%
June 10	4500	2783	4020	100%
June 11	4200	2668	4098	100%
June 12	4214	2671	4016	100%
June 13	4180	2794	4240	100%
June 14	4191	2825	4364	100%
June 15	4136	2854	4390	100%
June 16	4088	2732	4009	100%
June 17	4189	2636	4318	100%
June 18	4294	2718	4125	100%
June 19	4180	2787	4240	100%
June 20	4224	2690	4089	100%
June 21	4189	2636	4288	100%
June 22	4017	2656	4162	100%
June 23	4247	3369	4079	100%
June 24	4193	2694	4296	100%
June 25	4165	2797	4213	100%
June 26	4551	2501	4165	100%
June 27	5322	2790	4065	100%
June 28	4492	2813	4275	100%
June 29	4494	2868	3856	100%
June 30	4500	2917	3937	100%

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Mobile Channel (MyBank)

	AIS Bal	AIS Tra	PIS Single	Up
April 1	2851	3293	4499	100%
April 2	2884	3282	4445	100%
April 3	2951	3347	4491	100%
April 4	2926	3305	4483	100%
April 5	2931	3297	4489	100%
April 6	2901	3261	4467	100%
April 7	2887	3255	4458	100%
April 8	2888	3261	4456	100%
April 9	2889	3243	4462	100%
April 10	2928	3324	4482	100%
April 11	2897	3257	4465	100%
April 12	2896	3259	4464	100%
April 13	2926	3300	4485	100%
April 14	3054	3317	4504	100%
April 15	2926	3314	4479	100%
April 16	2930	3309	4487	100%
April 17	2930	3311	4487	100%
April 18	2932	3309	4486	100%
April 19	2939	3315	4491	100%
April 20	2902	3276	4473	100%
April 21	2937	3340	4493	100%
April 22	2929	3323	4486	100%
April 23	2936	3323	4492	100%
April 24	2917	3299	4482	100%
April 25	2904	3301	4480	100%
April 26	2935	3350	4490	100%
April 27	2933	3340	4495	100%
April 28	2937	3338	4493	100%
April 29	2939	3351	4499	100%
April 30	2910	3301	4482	100%

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Mobile Channel (MyBank)

	AIS Bal	AIS Tra	PIS Single	Up
May 1	2904	3297	4475	100%
May 2	2930	3358	4493	100%
May 3	2940	3329	4492	100%
May 4	2943	3333	4494	100%
May 5	2942	3334	4498	100%
May 6	2907	3277	4475	100%
May 7	2902	3271	4466	100%
May 8	2934	3343	4497	100%
May 9	2942	3333	4495	100%
May 10	2936	3327	4493	100%
May 11	2936	3325	4491	100%
May 12	2936	3326	4491	100%
May 13	2908	3281	4475	100%
May 14	2903	3319	4467	100%
May 15	2932	3335	4489	100%
May 16	2943	3328	4499	100%
May 17	2945	3334	4493	100%
May 18	2940	3332	4505	100%
May 19	2940	3330	4494	100%
May 20	2907	3290	4479	100%
May 21	2909	3297	4473	100%
May 22	2930	3334	4488	100%
May 23	2937	3331	4489	100%
May 24	2941	3339	4489	100%
May 25	2936	3337	4492	100%
May 26	2935	3342	4494	100%
May 27	2907	3302	4511	100%
May 28	2911	3309	4476	100%
May 29	2940	3353	4490	100%
May 30	2952	3369	4502	100%
May 31	2961	3366	4500	100%

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Mobile Channel (MyBank)

	AIS Bal	AIS Tra	PIS Single	Up
June 1	2967	3360	4509	100%
June 2	2962	3358	4511	100%
June 3	2902	3337	4449	100%
June 4	2898	3332	4449	100%
June 5	2892	3320	4444	100%
June 6	2883	3311	4448	100%
June 7	2967	3350	4453	100%
June 8	3138	3319	4452	100%
June 9	2902	3346	4455	100%
June 10	2912	3339	4457	100%
June 11	2899	3340	4452	100%
June 12	2905	3347	4458	100%
June 13	2900	3345	4458	100%
June 14	2894	3367	4494	100%
June 15	2892	3323	4464	100%
June 16	2890	3314	4448	100%
June 17	2897	3337	4454	100%
June 18	2903	3340	4458	100%
June 19	2890	3327	4448	100%
June 20	2884	3299	4443	100%
June 21	2899	3331	4447	100%
June 22	2896	3336	4450	100%
June 23	2894	3330	4447	100%
June 24	2903	3334	4450	100%
June 25	2882	3308	4444	100%
June 26	2967	3450	4483	100%
June 27	3138	3319	4502	100%
June 28	2940	3329	4492	100%
June 29	2943	3333	4494	100%
June 30	2942	3334	4498	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 were added to the KPIs shown in the previous page:

Online Channel

AIS Bal: 1788 ms

AIS Tra: 1956 ms

PIS Single: 2724 ms

Mobile Channel

AIS Bal: 2654 ms

AIS Tra: 2789 ms

PIS Single: 2848 ms