

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)
October 1	1032	1843	2329	100%	100%	100%
October 2	1226	1934	1913	100%	100%	100%
October 3	1843	2120	3586	100%	100%	100%
October 4	1134	2695	3434	100%	100%	100%
October 5	1119	2327	3197	100%	100%	100%
October 6	1169	2323	3288	100%	100%	100%
October 7	1141	1923	2942	100%	100%	100%
October 8	2072	1863	3659	100%	100%	100%
October 9	1207	1994	4433	100%	100%	100%
October 10	1136	1720	3875	100%	100%	100%
October 11	1047	1717	4048	100%	100%	100%
October 12	1435	1779	3559	100%	100%	100%
October 13	1132	1968	3006	100%	100%	100%
October 14	983	2340	3493	100%	100%	100%
October 15	969	1818	2662	100%	100%	100%
October 16	916	1787	3517	100%	100%	100%
October 17	1000	1796	3010	100%	100%	100%
October 18	973	1796	2957	100%	100%	100%
October 19	1331	1883	3283	100%	100%	100%
October 20	1136	1810	4307	100%	100%	100%
October 21	1016	1801	3572	100%	100%	100%
October 22	882	1669	1557	100%	100%	100%
October 23	920	1761	2598	100%	100%	100%
October 24	1012	1757	2667	100%	100%	100%
October 25	959	2136	3021	100%	100%	100%
October 26	1403	1900	1439	100%	100%	100%
October 27	1261	2030	3041	100%	100%	100%
October 28	1500	1832	2902	100%	100%	100%
October 29	890	2334	2794	100%	100%	100%
October 30	912	2098	2850	100%	100%	100%
October 31	935	1739	2737	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

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Dedicated Interface

	AIS Bal	AIS Tra	PIS Single	Up (AIS)	Up (PIS)	Up (PIIS)
November 1	971	1670	2979	100%	100%	100%
November 2	941	2169	1925	100%	100%	100%
November 3	1076	1613	1388	100%	100%	100%
November 4	1354	1817	2980	100%	100%	100%
November 5	1264	1590	4270	100%	100%	100%
November 6	1030	1677	2927	100%	100%	100%
November 7	1087	1861	3125	100%	100%	100%
November 8	1033	1973	3148	100%	100%	100%
November 9	1085	1773	2942	100%	100%	100%
November 10	1290	1958	1340	100%	100%	100%
November 11	1176	1838	2757	100%	100%	100%
November 12	931	1708	3536	98%	98%	98%
November 13	1045	1790	2343	100%	100%	100%
November 14	1163	1877	3557	100%	100%	100%
November 15	1107	2008	9439	100%	100%	100%
November 16	1281	1862	2812	100%	100%	100%
November 17	1141	1889	3404	100%	100%	100%
November 18	1283	1784	2799	100%	100%	100%
November 19	1233	1540	3149	100%	100%	100%
November 20	947	2005	1676	100%	100%	100%
November 21	1018	1752	13629	99%	99%	99%
November 22	996	1855	3402	100%	100%	100%
November 23	1238	2798	3420	100%	100%	100%
November 24	1044	2048	3318	100%	100%	100%
November 25	1016	1938	3274	100%	100%	100%
November 26	949	1754	3451	100%	100%	100%
November 27	882	1808	2792	100%	100%	100%
November 28	1271	2488	3527	100%	100%	100%
November 29	1203	2168	3239	100%	100%	100%
November 30	1043	1949	2126	100%	100%	100%

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Dedicated Interface

	AIS Bal	AIS Tra	PIS Single	Up (AIS)	Up (PIS)	Up (PIIS)
December 1	2150	2446	2074	100%	100%	100%
December 2	1393	2312	1656	100%	100%	100%
December 3	963	1512	2455	100%	100%	100%
December 4	1100	2034	2931	100%	100%	100%
December 5	1540	1819	2055	100%	100%	100%
December 6	1062	1744	2647	98%	98%	98%
December 7	1131	1758	1308	100%	100%	100%
December 8	1239	2038	1264	100%	100%	100%
December 9	1097	1719	2104	100%	100%	100%
December 10	1175	1652	2088	100%	100%	100%
December 11	1111	1719	1237	100%	100%	100%
December 12	1243	1853	1374	100%	100%	100%
December 13	1121	1843	1833	100%	100%	100%
December 14	1154	1984	2965	100%	100%	100%
December 15	1174	1993	2030	100%	100%	100%
December 16	1110	1943	1662	100%	100%	100%
December 17	2223	1768	2776	97%	97%	97%
December 18	1056	1890	1646	100%	100%	100%
December 19	1243	1916	1987	100%	100%	100%
December 20	1312	2228	2339	100%	100%	100%
December 21	1201	2060	1168	100%	100%	100%
December 22	1512	1750	2416	100%	100%	100%
December 23	1759	2041	2719	100%	100%	100%
December 24	1132	1814	1290	100%	100%	100%
December 25	1047	1787	2225	100%	100%	100%
December 26	1343	2072	1118	100%	100%	100%
December 27	1330	2020	2943	100%	100%	100%
December 28	1182	1943	2916	100%	100%	100%
December 29	1179	1959	2201	100%	100%	100%
December 30	1844	2176	1064	100%	100%	100%
December 31	1107	1783	1441	100%	100%	100%

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Online Channel

	AIS Bal	AIS Tra	PIS Single	Up		
October 1	3987	2586	4280	100%		
October 2	3972	2622	4454	100%		
October 3	4097	2855	4580	100%		
October 4	4146	3041	4578	100%		
October 5	3353	2555	3834	100%		
October 6	4295	2957	4142	100%		
October 7	4200	2628	4450	100%		
October 8	4060	2629	4174	100%		
October 9	4012	2735	4137	100%		
October 10	4551	2801	4165	100%		
October 11	5321	2790	4395	100%		
October 12	4117	2858	4330	100%		
October 13	4191	2825	4364	100%		
October 14	4136	2854	4390	100%		
October 15	4180	2595	4313	100%		
October 16	4381	2692	4620	100%		
October 17	4705	3173	4186	100%		
October 18	5166	2826	3920	100%		
October 19	5526	2810	4135	100%		
October 20	4449	2705	4323	100%		
October 21	4227	2789	4145	100%		
October 22	4290	2588	3950	100%		
October 23	4189	2636	4318	100%		
October 24	4017	2656	4162	100%		
October 25	4402	2703	4098	100%		
October 26	4500	2783	4020	100%		
October 27	4200	2668	4098	100%		
October 28	4214	2671	4016	100%		
October 29	4180	2794	4240	100%		
October 30	4191	2825	4364	100%		
October 31	4136	2854	4390	100%		

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Online Channel

	AIS Bal	AIS Tra	PIS Single	Up		
November 1	4088	2732	4009	100%		
November 2	4189	2636	4318	100%		
November 3	4294	2718	4125	100%		
November 4	4180	2794	4240	100%		
November 5	4224	2673	4084	100%		
November 6	4189	2636	4318	100%		
November 7	4017	2656	4162	100%		
November 8	4247	3366	4079	100%		
November 9	4193	2694	4296	100%		
November 10	4165	2597	4213	100%		
November 11	4551	2501	4165	100%		
November 12	5322	2790	4065	100%		
November 13	4191	2825	4364	100%		
November 14	4136	2854	4390	100%		
November 15	4026	2629	4113	100%		
November 16	4241	2676	4307	100%		
November 17	4221	2732	4279	100%		
November 18	4117	2868	4337	100%		
November 19	4110	2629	4208	100%		
November 20	4488	2590	4164	100%		
November 21	4524	2704	4376	100%		
November 22	4215	2679	4096	100%		
November 23	4210	2706	5111	100%		
November 24	4165	2597	4213	100%		
November 25	4180	2794	4240	100%		
November 26	4127	2817	4260	100%		
November 27	6105	3053	4203	100%		
November 28	4050	2616	4250	100%		
November 29	3972	2625	4424	100%		
November 30	4092	2822	4280	100%		

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Online Channel

	AIS Bal	AIS Tra	PIS Single	Up		
December 1	4146	3041	4578	100%		
December 2	4057	2956	4430	100%		
December 3	4136	2625	4176	100%		
December 4	3956	2526	4341	100%		
December 5	4248	2747	4360	100%		
December 6	4194	2714	4320	100%		
December 7	4171	2706	4345	100%		
December 8	4302	2725	4642	100%		
December 9	4278	2592	4326	100%		
December 10	4099	2653	4243	100%		
December 11	4108	2693	4454	100%		
December 12	4144	2653	4447	100%		
December 13	4199	2778	4314	100%		
December 14	4173	2759	4363	100%		
December 15	4261	2762	4443	100%		
December 16	4200	2718	4420	100%		
December 17	4060	2602	4174	100%		
December 18	4127	2692	3759	100%		
December 19	4179	2675	4523	100%		
December 20	4162	2626	4355	100%		
December 21	4161	2662	4322	100%		
December 22	4434	2783	4050	100%		
December 23	4200	2698	4098	100%		
December 24	4248	2701	4016	100%		
December 25	4528	2672	3965	100%		
December 26	4012	2604	4237	100%		
December 27	3995	2789	4458	100%		
December 28	4116	2636	4344	100%		
December 29	4065	2654	4490	100%		
December 30	4166	2642	4110	100%		
December 31	4080	2718	4450	100%		

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Mobile Channel (MyBank)

	AIS Bal	AIS Tra	PIS Single	Up		
October 1	2851	3293	1721	100%		
October 2	2884	3282	1667	100%		
October 3	2894	3308	1675	100%		
October 4	2902	3307	1674	100%		
October 5	2884	3299	1665	100%		
October 6	5452	4122	1727	100%		
October 7	2900	3334	1677	100%		
October 8	2884	3337	1678	100%		
October 9	2880	3305	1662	100%		
October 10	2906	3350	1679	100%		
October 11	2902	3353	1678	100%		
October 12	2897	3304	1678	100%		
October 13	2882	3308	1666	100%		
October 14	2886	3302	1666	100%		
October 15	2886	3300	1680	100%		
October 16	2933	3422	1753	100%		
October 17	2909	3333	1678	100%		
October 18	2912	3338	1676	100%		
October 19	2902	3337	1671	100%		
October 20	2898	3332	1671	100%		
October 21	2892	3320	1666	100%		
October 22	2883	3311	1670	100%		
October 23	2967	3350	1675	100%		
October 24	3138	3319	1674	100%		
October 25	2902	3346	1677	100%		
October 26	2912	3339	1679	100%		
October 27	2899	3340	1674	100%		
October 28	2905	3347	1680	100%		
October 29	2900	3345	1680	100%		
October 30	2894	3367	1716	100%		
October 31	2892	3323	1686	100%		

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Mobile Channel (MyBank)

	AIS Bal	AIS Tra	PIS Single	Up		
November 1	2890	3314	1670	100%		
November 2	2897	3337	1676	100%		
November 3	2903	3340	1680	100%		
November 4	2890	3327	1670	100%		
November 5	2884	3299	1665	100%		
November 6	2899	3331	1669	100%		
November 7	2896	3336	1672	100%		
November 8	2894	3330	1669	100%		
November 9	2903	3334	1672	100%		
November 10	2882	3308	1666	100%		
November 11	2967	3450	1705	100%		
November 12	3138	3319	1724	100%		
November 13	2901	3338	1672	100%		
November 14	2894	3330	1669	100%		
November 15	2903	3334	1672	100%		
November 16	2900	3334	1677	100%		
November 17	2904	3337	1678	100%		
November 18	2902	3346	1677	100%		
November 19	2889	3339	1679	100%		
November 20	2899	3348	1674	100%		
November 21	2905	3347	1680	100%		
November 22	2906	3350	1679	100%		
November 23	2902	3353	1678	100%		
November 24	2902	3343	1676	100%		
November 25	2952	3337	1725	100%		
November 26	2908	3382	1731	100%		
November 27	2933	3422	1753	100%		
November 28	2934	3399	1755	100%		
November 29	2952	3322	1727	100%		
November 30	2900	3334	1697	100%		

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Mobile Channel (MyBank)

	AIS Bal	AIS Tra	PIS Single	Up		
December 1	2884	3337	1678	100%		
December 2	2880	3305	1662	100%		
December 3	2950	3445	1682	100%		
December 4	3194	3567	1916	100%		
December 5	3098	3346	1797	100%		
December 6	2899	3331	1674	100%		
December 7	2901	3338	1672	100%		
December 8	2894	3330	1669	100%		
December 9	2903	3334	1672	100%		
December 10	2882	3308	1666	100%		
December 11	2886	3318	1666	100%		
December 12	2892	3334	1674	100%		
December 13	2899	3339	1675	100%		
December 14	2896	3350	1679	100%		
December 15	2902	3350	1678	100%		
December 16	2901	3341	1678	100%		
December 17	2880	3323	1668	100%		
December 18	2892	3333	1672	100%		
December 19	2904	3363	1678	100%		
December 20	2903	3344	1682	100%		
December 21	2902	3354	1678	100%		
December 22	2901	3338	1672	100%		
December 23	2895	3322	1669	100%		
December 24	2902	3344	1672	100%		
December 25	2902	3344	1672	100%		
December 26	2881	3320	1664	100%		
December 27	2902	3334	1670	100%		
December 28	2906	3349	1681	100%		
December 29	2905	3364	1682	100%		
December 30	2895	3324	1679	100%		
December 31	2865	3322	1670	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: 1459 ms