

Deutsche Bank

Payment Services Directive 2

DE | Deutsche Bank AG | DB

KPI & Statistics

## Dedicated Interface

	AIS Bal	AIS Tra	PIS Single	Up (AIS)	Up (PIS)	Up (PIIS)
July 1	2397	1484	2216	100%	100%	100%
July 2	1989	1181	1802	100%	100%	100%
July 3	1628	866	956	100%	100%	100%
July 4	1919	1117	1621	100%	100%	100%
July 5	2231	1360	2296	100%	100%	100%
July 6	2354	1401	1993	100%	100%	100%
July 7	2166	1344	1796	100%	100%	100%
July 8	2163	1358	2112	100%	100%	100%
July 9	1972	1099	1067	100%	100%	100%
July 10	1576	819	702	100%	100%	100%
July 11	1829	1024	1747	100%	100%	100%
July 12	2369	1415	1778	100%	100%	100%
July 13	2365	1485	1757	100%	100%	100%
July 14	2251	1420	1268	100%	100%	100%
July 15	2075	1169	1230	90%	90%	90%
July 16	1608	878	905	95%	95%	95%
July 17	1700	1053	1162	98%	98%	98%
July 18	2539	2004	3328	95%	95%	95%
July 19	2831	2881	2583	95%	95%	95%
July 20	2406	3002	1100	95%	95%	95%
July 21	3826	4480	7240	98%	98%	98%
July 22	2538	2337	4991	95%	95%	95%
July 23	2297	2072	5904	95%	95%	95%
July 24	2384	2352	2962	95%	95%	95%
July 25	2870	3131	6017	95%	95%	95%
July 26	2120	1428	1392	95%	95%	95%
July 27	1706	953	947	95%	95%	95%
July 28	1671	912	1006	95%	95%	95%
July 29	1786	1148	1144	95%	95%	95%
July 30	1577	934	914	95%	95%	95%
July 31	1597	955	922	95%	95%	95%

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)
August 1	1780	1005	954	95%	95%	95%
August 2	1732	1021	866	95%	95%	95%
August 3	1695	1006	1062	95%	95%	95%
August 4	1697	889	863	95%	95%	95%
August 5	1738	1014	999	95%	95%	95%
August 6	1736	1018	1133	95%	95%	95%
August 7	1651	1058	842	95%	95%	95%
August 8	1844	1093	1192	95%	95%	95%
August 9	1951	1154	1203	95%	95%	95%
August 10	1876	1039	1324	95%	95%	95%
August 11	2082	1354	1628	95%	95%	95%
August 12	2180	1726	2468	95%	95%	95%
August 13	2855	7084	888	95%	95%	95%
August 14	2630	3128	1245	95%	95%	95%
August 15	8279	15209	5840	95%	95%	95%
August 16	8685	8204	7740	95%	95%	95%
August 17	2980	3138	2212	99%	99%	99%
August 18	3979	3118	3112	95%	95%	95%
August 19	3457	4246	3187	95%	95%	95%
August 20	6863	5698	1092	95%	95%	95%
August 21	3437	4808	1460	95%	95%	95%
August 22	3780	3363	2193	95%	95%	95%
August 23	2912	3755	2458	95%	95%	95%
August 24	3148	3249	2733	95%	95%	95%
August 25	4171	3656	2516	95%	95%	95%
August 26	2451	2372	2697	95%	95%	95%
August 27	2365	1989	711	95%	95%	95%
August 28	2690	2791	2501	95%	95%	95%
August 29	2888	2512	1591	95%	95%	95%
August 30	2405	1415	2920	95%	95%	95%
August 31	2927	1313	1513	95%	95%	95%

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## Dedicated Interface

	AIS Bal	AIS Tra	PIS Single	Up (AIS)	Up (PIS)	Up (PIIS)
September 1	2150	2230	1437	95%	95%	95%
September 2	2451	1392	903	95%	95%	95%
September 3	1648	1084	1003	95%	95%	95%
September 4	1517	780	709	95%	95%	95%
September 5	1710	915	851	95%	95%	95%
September 6	47184	38624	810	95%	95%	95%
September 7	1613	928	633	95%	95%	95%
September 8	1563	814	774	95%	95%	95%
September 9	1642	845	787	95%	95%	95%
September 10	1499	769	735	100%	100%	100%
September 11	1508	820	624	100%	100%	100%
September 12	1647	848	817	100%	100%	100%
September 13	1664	1355	772	100%	100%	100%
September 14	1648	816	698	100%	100%	100%
September 15	1667	864	918	100%	100%	100%
September 16	1652	893	682	100%	100%	100%
September 17	1567	827	752	100%	100%	100%
September 18	1546	877	810	100%	100%	100%
September 19	1681	895	716	100%	100%	100%
September 20	1688	947	759	100%	100%	100%
September 21	1625	885	754	100%	100%	100%
September 22	1634	815	780	100%	100%	100%
September 23	1619	809	747	100%	100%	100%
September 24	1640	818	727	100%	100%	100%
September 25	1607	840	733	100%	100%	100%
September 26	1709	865	795	100%	100%	100%
September 27	1731	862	876	100%	100%	100%
September 28	1703	854	791	100%	100%	100%
September 29	1699	884	686	100%	100%	100%
September 30	1711	857	808	100%	100%	100%

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## KPI &amp; Statistics

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## Online Channel

	AIS Bal	AIS Tra	PIS Single	Up		
July 1	2197	1311	2267	100%		
July 2	2061	2329	2306	100%		
July 3	1086	2890	2855	100%		
July 4	1811	1788	2135	100%		
July 5	2950	2644	1753	100%		
July 6	2999	1511	1974	100%		
July 7	2955	1651	2274	100%		
July 8	1067	1228	2558	100%		
July 9	1543	2755	1349	100%		
July 10	2815	1754	1836	100%		
July 11	1662	2647	2979	100%		
July 12	1986	2895	2845	100%		
July 13	1985	2182	2338	100%		
July 14	1621	2442	2121	100%		
July 15	2614	1145	2526	100%		
July 16	1674	1880	1839	100%		
July 17	1286	2010	1529	100%		
July 18	2406	2869	1730	100%		
July 19	2156	1524	1992	100%		
July 20	2051	2927	1157	100%		
July 21	2894	2900	1321	100%		
July 22	1506	1385	2638	100%		
July 23	1671	1771	1625	100%		
July 24	2055	1947	1110	100%		
July 25	1753	2255	2751	100%		
July 26	2423	1608	2120	100%		
July 27	2673	1947	1442	100%		
July 28	2126	1781	2023	100%		
July 29	2728	1480	2343	100%		
July 30	2859	2976	2782	100%		
July 31	2627	1622	1787	100%		

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## KPI &amp; Statistics

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## Online Channel

	AIS Bal	AIS Tra	PIS Single	Up		
August 1	2686	2051	1788	100%		
August 2	1301	2446	1865	100%		
August 3	2301	2670	2605	100%		
August 4	1061	2817	1197	100%		
August 5	1607	2271	2055	100%		
August 6	2407	2643	1033	100%		
August 7	1139	1449	2666	100%		
August 8	2017	2667	2962	100%		
August 9	2165	1506	1227	100%		
August 10	1830	2046	2804	100%		
August 11	2101	1061	2756	100%		
August 12	2079	1942	1485	100%		
August 13	2640	2587	2403	100%		
August 14	2888	1459	1250	100%		
August 15	2853	1767	2982	100%		
August 16	1117	1623	2963	100%		
August 17	1599	2331	2519	100%		
August 18	2360	2853	2987	100%		
August 19	2342	2827	2982	100%		
August 20	2927	3807	3071	100%		
August 21	3205	3682	2944	100%		
August 22	2629	3164	3057	100%		
August 23	2385	2926	2976	100%		
August 24	2400	2954	2967	100%		
August 25	2402	2928	3035	100%		
August 26	2386	2874	2980	100%		
August 27	2282	2751	3000	100%		
August 28	2262	2757	2922	100%		
August 29	2676	3248	5664	100%		
August 30	2639	3056	3070	100%		
August 31	2367	2889	2994	100%		

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## KPI &amp; Statistics

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## Online Channel

	AIS Bal	AIS Tra	PIS Single	Up		
September 1	2378	2922	3005	100%		
September 2	2308	2817	2962	100%		
September 3	2201	2707	3001	100%		
September 4	2189	2616	2921	100%		
September 5	2490	3065	2991	100%		
September 6	2533	3167	2990	100%		
September 7	2470	3046	2974	100%		
September 8	2489	3135	2982	100%		
September 9	2416	2761	2982	100%		
September 10	2181	2628	2956	100%		
September 11	2239	2684	2926	100%		
September 12	2461	2979	1108	100%		
September 13	2440	2928	2968	100%		
September 14	2459	2873	2963	100%		
September 15	2487	3070	2955	100%		
September 16	2331	2869	2947	100%		
September 17	2186	2610	2996	100%		
September 18	2208	2578	2928	100%		
September 19	2480	3081	2977	100%		
September 20	2516	3161	2983	100%		
September 21	2474	3007	2967	100%		
September 22	2397	2700	2965	100%		
September 23	2325	2704	2954	100%		
September 24	2325	2551	3014	100%		
September 25	2165	2587	2924	100%		
September 26	2469	3768	3042	100%		
September 27	2501	2984	3046	100%		
September 28	2495	3034	2028	100%		
September 29	2621	2992	3026	100%		
September 30	2468	2883	3024	100%		

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## KPI &amp; Statistics

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## Mobile Channel

	AIS Bal	AIS Tra	PIS Single	Up		
July 1	2984	2771	1022	100%		
July 2	2359	1411	1995	100%		
July 3	1995	2919	1358	100%		
July 4	1313	1225	2716	100%		
July 5	2798	1314	2607	100%		
July 6	1628	2115	1205	100%		
July 7	2503	1877	1891	100%		
July 8	1207	2210	2850	100%		
July 9	2566	1991	1378	100%		
July 10	2856	1922	2825	100%		
July 11	1851	2037	1452	100%		
July 12	1952	1061	2308	100%		
July 13	1518	2702	2445	100%		
July 14	2951	1431	2838	100%		
July 15	1160	2274	2529	100%		
July 16	2742	2805	2622	100%		
July 17	1732	2161	2810	100%		
July 18	1945	2060	1461	100%		
July 19	2705	2092	1182	100%		
July 20	1587	2555	2105	100%		
July 21	1163	1270	2533	100%		
July 22	1824	2295	2413	100%		
July 23	2792	1361	1124	100%		
July 24	1029	1608	1170	100%		
July 25	1619	1648	1100	100%		
July 26	1808	2797	1654	100%		
July 27	1729	1768	2048	100%		
July 28	2701	1283	2262	100%		
July 29	2933	1014	1036	100%		
July 30	1260	1269	1186	100%		
July 31	1434	1679	1935	100%		

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## KPI &amp; Statistics

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## Mobile Channel

	AIS Bal	AIS Tra	PIS Single	Up		
August 1	2895	1738	2205	100%		
August 2	1068	2852	2852	100%		
August 3	1913	2001	1273	100%		
August 4	1792	1586	2675	100%		
August 5	1142	2122	1433	100%		
August 6	1092	1663	1095	100%		
August 7	2769	1835	2395	100%		
August 8	1187	2131	2670	100%		
August 9	1801	1265	2320	100%		
August 10	1825	1196	2726	100%		
August 11	1863	1656	2409	100%		
August 12	2573	2553	1093	100%		
August 13	2875	2664	1849	100%		
August 14	1545	1313	2106	100%		
August 15	1189	2709	2680	100%		
August 16	2133	2561	2137	100%		
August 17	2663	1728	2013	100%		
August 18	2836	2865	1554	100%		
August 19	2820	2864	1555	100%		
August 20	2797	2872	1598	100%		
August 21	2826	2836	1531	100%		
August 22	2824	2901	1705	100%		
August 23	2802	2851	1553	100%		
August 24	2823	2878	1662	100%		
August 25	2873	2906	1741	100%		
August 26	2797	2862	1555	100%		
August 27	2802	2846	1584	100%		
August 28	2798	2822	1523	100%		
August 29	2991	4094	11781	99%		
August 30	2808	2931	1609	100%		
August 31	2813	2937	1579	100%		

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## KPI &amp; Statistics

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## Mobile Channel

	AIS Bal	AIS Tra	PIS Single	Up		
September 1	3107	2912	1574	100%		
September 2	2818	2870	1554	100%		
September 3	1355	1610	1584	100%		
September 4	1692	2249	1524	100%		
September 5	2814	2878	1553	100%		
September 6	2803	2870	1556	100%		
September 7	2805	2854	1549	100%		
September 8	2871	2850	1547	100%		
September 9	2854	2848	1552	100%		
September 10	2793	2827	1558	100%		
September 11	2801	2813	1525	100%		
September 12	2842	2855	1564	100%		
September 13	2806	2851	1568	100%		
September 14	2804	2841	1548	100%		
September 15	2838	2842	1550	100%		
September 16	2814	2839	1545	100%		
September 17	1809	2845	1586	100%		
September 18	2809	2824	1527	100%		
September 19	2802	2856	1556	100%		
September 20	2804	2859	1577	100%		
September 21	2832	2845	1547	100%		
September 22	3434	2834	1548	100%		
September 23	2800	2830	1540	100%		
September 24	2962	2843	1581	100%		
September 25	2827	2815	1521	100%		
September 26	2847	2978	1582	100%		
September 27	2832	2864	1578	100%		
September 28	2819	3080	1577	100%		
September 29	2822	2872	1578	100%		
September 30	2858	2930	1643	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: 1794 ms AIS

Tra: 1949 ms PIS

Single: 2738 ms

#### Mobile Channel AIS

Bal: 2684 ms AIS

Tra: 2717 ms PIS

Single: 1404 ms