Deutsche Bank
Payment Services Directive 2

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KPI & Statistics

Q4 2021

Created Date: Wednesday, 12/1/2021

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Dedicated Interface

October 2021	AIS Bal	AIS Tra	PIS Single	Up (AIS)	Up (PIS)	Up (PIIS)
October 1	2095	983	858	100%	100%	100%
October 2	2069	952	977	100%	100%	100%
October 3	2057	1823	1047	100%	100%	100%
October 4	2115	1821	899	100%	100%	100%
October 5	2090	1820	893	100%	100%	100%
October 6	2047	1809	874	100%	100%	100%
October 7	2021	1770	865	100%	100%	100%
October 8	2031	1779	949	100%	100%	100%
October 9	2017	1838	1067	100%	100%	100%
October 10	1984	1826	923	100%	100%	100%
October 11	2078	1740	833	100%	100%	100%
October 12	2036	1771	810	100%	100%	100%
October 13	2063	1854	892	100%	100%	100%
October 14	2088	1846	848	100%	100%	100%
October 15	2081	1831	889	100%	100%	100%
October 16	2008	1824	896	100%	100%	100%
October 17	1989	1874	1028	96%	100%	100%
October 18	2146	1919	904	100%	100%	100%
October 19	2162	1823	894	100%	100%	100%
October 20	2133	1874	922	100%	100%	100%
October 21	2150	1932	1027	100%	100%	100%
October 22	2125	1929	1028	100%	100%	100%
October 23	2294	2005	901	100%	100%	100%
October 24	2155	1837	1468	100%	100%	100%
October 25	2111	1769	988	100%	100%	100%
October 26	2116	1772	848	100%	100%	100%
October 27	2080	1742	834	100%	100%	100%
October 28	2106	1784	820	100%	100%	100%
October 29	2092	1810	814	100%	100%	100%
October 30	2080	1877	1032	100%	100%	100%
October 31	2309	1918	873	100%	100%	100%

All figures are shown as a daily average time (in milliseconds) resp. percentage (in %) value.
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November 2021	AIS Bal	AIS Tra	PIS Single	Up (AIS)	Up (PIS)	Up (PIIS)
November 1	2141	1865	857	100%	100%	100%
November 2	2160	1819	870	100%	100%	100%
November 3	2180	1873	860	100%	100%	100%
November 4	2096	1821	841	100%	100%	100%
November 5	2089	1890	880	100%	100%	100%
November 6	2048	1926	1052	100%	100%	100%
November 7	2009	1859	962	100%	100%	100%
November 8	2124	1843	913	100%	100%	100%
November 9	2149	1901	858	100%	100%	100%
November 10	2141	1972	910	100%	100%	100%
November 11	2132	1928	849	100%	100%	100%
November 12	2142	1967	844	100%	100%	100%
November 13	2099	1928	874	100%	100%	100%
November 14	2067	1890	924	100%	100%	100%
November 15	2141	1845	867	100%	100%	100%
November 16	2161	1860	895	100%	100%	100%
November 17	2136	1859	862	100%	100%	100%
November 18	2191	1868	803	100%	100%	100%
November 19	2225	1896	871	100%	100%	100%
November 20	2238	2141	1084	100%	100%	100%
November 21	2097	1811	883	100%	100%	100%
November 22	2148	1833	902	100%	100%	100%
November 23	2164	1876	819	100%	100%	100%
November 24	2140	1877	884	100%	100%	100%
November 25	2142	1888	820	100%	100%	100%
November 26	2254	1902	809	100%	100%	100%
November 27	2161	1914	865	100%	100%	100%
November 28	2096	1905	909	100%	100%	100%
November 29	2260	1888	862	100%	100%	100%
November 30	2352	2036	918	100%	100%	100%

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Dedicated Interface

December 2021	AIS Bal	AIS Tra	PIS Single	Up (AIS)	Up (PIS)	Up (PIIS)
December 1	2329	2125	841	100%	100%	100%
December 2	2304	2027	876	100%	100%	100%
December 3	2242	2070	959	100%	100%	100%
December 4	2263	2115	1070	100%	100%	100%
December 5	2293	2077	874	100%	100%	100%
December 6	2185	1904	907	100%	100%	100%
December 7	2216	2007	880	100%	100%	100%
December 8	2169	2024	867	100%	100%	100%
December 9	2242	2114	988	100%	100%	100%
December 10	2279	2071	975	100%	100%	100%
December 11	2184	2087	945	100%	100%	100%
December 12	2190	2000	966	100%	100%	100%
December 13	2383	2219	1232	100%	100%	100%
December 14	2246	2041	1131	100%	100%	100%
December 15	2205	2003	960	100%	100%	100%
December 16	2253	2023	935	100%	100%	100%
December 17	2097	1898	829	100%	100%	100%
December 18	2029	1844	717	100%	100%	100%
December 19	2056	1885	841	100%	100%	100%
December 20	2254	2103	1041	100%	100%	100%
December 21	2093	1897	769	100%	100%	100%
December 22	2016	1795	735	100%	100%	100%
December 23	2017	1797	755	100%	100%	100%
December 24	1973	1804	679	100%	100%	100%
December 25	1973	1746	711	87%	100%	100%
December 26	1988	1790	734	100%	100%	100%
December 27	2056	1849	774	100%	100%	100%
December 28	2041	1841	699	100%	100%	100%
December 29	2914	1884	685	100%	100%	100%
December 30	2164	1980	819	100%	100%	100%
December 31	2094	1888	762	100%	100%	100%

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Online Channel

October 2021	AIS Bal	AIS Tra	PIS Single	Up		
October 1	2172	2503	3008	100.00%		
October 2	2079	2328	3061	100.00%		
October 3	2134	2393	2940	100.00%		
October 4	2246	2627	2998	100.00%		
October 5	2254	2627	3005	100.00%		
October 6	2228	2580	2975	100.00%		
October 7	2243	2599	2974	100.00%		
October 8	2193	2476	2957	100.00%		
October 9	2087	2313	2978	100.00%		
October 10	2093	2324	2925	100.00%		
October 11	2250	2591	2974	100.00%		
October 12	2195	2475	2968	100.00%		
October 13	2158	2461	2959	100.00%		
October 14	2202	2467	2968	100.00%		
October 15	2179	2456	2960	100.00%		
October 16	2090	2299	3001	100.00%		
October 17	2090	2310	2934	100.00%		
October 18	2189	2522	2982	100.00%		
October 19	2168	2459	2999	100.00%		
October 20	2167	2490	2984	100.00%		
October 21	2166	2481	2965	100.00%		
October 22	2157	2446	2970	100.00%		
October 23	2180	2343	3057	100.00%		
October 24	2130	2331	2946	100.00%		
October 25	2255	2587	2999	100.00%		
October 26	2225	2617	3015	100.00%		
October 27	2172	2473	2971	100.00%		
October 28	2099	2318	2944	100.00%		
October 29	2128	2395	2951	100.00%		
October 30	2086	2316	3024	100.00%		
October 31	2079	1987	2320	100.00%		

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Online Channel

November 2021	AIS Bal	AIS Tra	PIS Single	Up		
November 1	2218	2540	2976	100.00%		
November 2	2253	2648	3016	100.00%		
November 3	2218	2610	2995	100.00%		
November 4	2250	2611	2998	100.00%		
November 5	2166	2489	2975	100.00%		
November 6	2088	2288	3003	100.00%		
November 7	2100	2335	2930	100.00%		
November 8	2294	2687	3016	100.00%		
November 9	2242	2599	3014	100.00%		
November 10	2303	2728	3007	100.00%		
November 11	2148	2395	2960	100.00%		
November 12	2106	2352	2951	100.00%		
November 13	2300	2479	2993	100.00%		
November 14	2965	3232	2951	100.00%		
November 15	2247	2503	2964	100.00%		
November 16	2107	2339	2970	100.00%		
November 17	2131	2367	2954	100.00%		
November 18	2170	2423	2965	100.00%		
November 19	2082	2281	2945	100.00%		
November 20	2163	2364	3006	100.00%		
November 21	2079	2278	2919	100.00%		
November 22	2143	2373	2964	100.00%		
November 23	2135	2387	2975	100.00%		
November 24	2153	2413	2985	100.00%		
November 25	2156	2430	2976	100.00%		
November 26	2205	2490	3031	100.00%		
November 27	2092	2296	3022	100.00%		
November 28	2127	2355	2935	100.00%		
November 29	2287	2696	3139	100.00%		
November 30	2299	2688	3153	100.00%		

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Online Channel

December 2021	AIS Bal	AIS Tra	PIS Single	Up		
December 1	2319	2742	3077	100.00%		
December 2	2242	2601	3034	100.00%		
December 3	2363	2559	3049	100.00%		
December 4	2372	2546	3080	100.00%		
December 5	2133	2274	2916	100.00%		
December 6	2239	2433	3017	100.00%		
December 7	2098	2308	3001	100.00%		
December 8	2161	2463	2981	100.00%		
December 9	2165	2405	2967	100.00%		
December 10	2126	2361	2987	100.00%		
December 11	2106	2270	3014	100.00%		
December 12	2095	2271	2922	100.00%		
December 13	2376	2698	3206	100.00%		
December 14	2115	2329	3004	100.00%		
December 15	2110	2327	2986	100.00%		
December 16	2148	2365	2979	100.00%		
December 17	2153	2385	2969	100.00%		
December 18	2193	2387	3009	100.00%		
December 19	2089	2295	2919	100.00%		
December 20	2175	2483	3015	100.00%		
December 21	2146	2441	3017	100.00%		
December 22	2142	2440	3008	100.00%		
December 23	2128	2416	3015	100.00%		
December 24	2074	2266	2930	100.00%		
December 25	2071	2232	2994	100.00%		
December 26	2082	2256	2918	100.00%		
December 27	2139	2410	3058	100.00%		
December 28	2148	2438	3075	100.00%		
December 29	2151	2464	3041	100.00%		
December 30	2251	2630	3076	100.00%		
December 31	2129	2365	2958	100.00%		

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Mobile Channel

October 2021	AIS Bal	AIS Tra	PIS Single	Up		
October 1	2787	2876	1562	100.00%		
October 2	2772	2917	1668	100.00%		
October 3	2807	2832	1530	100.00%		
October 4	2822	2871	1552	100.00%		
October 5	2931	2881	1592	100.00%		
October 6	2849	2858	1541	100.00%		
October 7	2875	2861	1548	100.00%		
October 8	2799	2853	1541	100.00%		
October 9	2778	2879	1584	100.00%		
October 10	2812	2840	1530	100.00%		
October 11	2862	2860	1545	100.00%		
October 12	2801	2867	1555	100.00%		
October 13	2804	2854	1558	100.00%		
October 14	2800	2860	1546	100.00%		
October 15	2798	2860	1546	100.00%		
October 16	2788	2890	1618	100.00%		
October 17	2809	2831	1637	100.00%		
October 18	2829	2870	1551	100.00%		
October 19	2824	2885	1596	100.00%		
October 20	2816	2871	1574	100.00%		
October 21	2798	2853	1539	100.00%		
October 22	2836	2850	1540	100.00%		
October 23	2936	2888	1645	100.00%		
October 24	3020	2825	1534	100.00%		
October 25	2840	2871	1553	100.00%		
October 26	2812	2885	1587	100.00%		
October 27	2795	2856	1552	100.00%		
October 28	2798	2859	1542	100.00%		
October 29	2783	2870	1547	100.00%		
October 29	2781	2914	1654	100.00%		
October 31	2793	2900	1522	100.00%		

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Mobile Channel

November 2021	AIS Bal	AIS Tra	PIS Single	Up		
November 1	2830	2861	1545	100.00%		
November 2	2794	2902	1591	100.00%		
November 3	2799	2876	1551	100.00%		
November 4	2832	2870	1550	100.00%		
November 5	2805	2866	1553	100.00%		
November 6	2787	2888	1607	100.00%		
November 7	2809	2829	1525	100.00%		
November 8	2932	2873	1552	100.00%		
November 9	2819	2883	1579	100.00%		
November 10	2795	2866	1545	100.00%		
November 11	2792	2852	1552	100.00%		
November 12	2800	2850	1540	100.00%		
November 13	2853	2883	1615	100.00%		
November 14	2810	2849	1541	100.00%		
November 15	2820	2873	1553	100.00%		
November 16	2802	2869	1575	100.00%		
November 17	2802	2854	1545	100.00%		
November 18	2797	2835	1537	100.00%		
November 19	2800	2835	1546	100.00%		
November 20	2793	2831	1584	100.00%		
November 21	2803	2807	1521	100.00%		
November 22	2822	2845	1554	100.00%		
November 23	2791	2846	1564	100.00%		
November 24	2786	2853	1551	100.00%		
November 25	2781	2844	1552	100.00%		
November 26	2787	2859	1562	100.00%		
November 27	2799	2843	1593	100.00%		
November 28	2813	2816	1526	100.00%		
November 29	2814	3028	1614	100.00%		
November 30	2786	3067	1622	100.00%		

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Mobile Channel

December 2021	AIS Bal	AIS Tra	PIS Single	Up		
December 1	2796	2939	1598	100.00%		
December 2	2784	2887	1576	100.00%		
December 3	2856	2864	1587	100.00%		
December 4	2783	2855	1602	100.00%		
December 5	2783	2807	1530	100.00%		
December 6	2849	2882	1568	100.00%		
December 7	2863	2876	1587	100.00%		
December 8	2932	2857	1556	100.00%		
December 9	2809	2854	1556	100.00%		
December 10	2802	2858	1567	100.00%		
December 11	2807	2838	1599	100.00%		
December 12	2794	2850	1533	100.00%		
December 13	3018	2993	1616	100.00%		
December 14	2794	2888	1586	100.00%		
December 15	2838	2885	1565	100.00%		
December 16	2806	2873	1559	100.00%		
December 17	2790	2858	1557	100.00%		
December 18	2779	2839	1589	100.00%		
December 19	2781	2813	1526	100.00%		
December 20	2796	2889	1576	100.00%		
December 21	2799	3003	1581	100.00%		
December 22	2802	2885	1575	100.00%		
December 23	2840	2884	1565	100.00%		
December 24	2784	2831	1536	100.00%		
December 25	2781	2833	1576	100.00%		
December 26	2793	2813	1525	100.00%		
December 27	2796	2944	1585	100.00%		
December 28	2817	2968	1595	100.00%		
December 29	2785	2934	1581	100.00%		
December 30	2851	2976	1584	100.00%		
December 31	2831	2846	1548	100.00%		

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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

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