Deutsche Bank
Payment Services Directive 2

DE | Deutsche Bank AG | Postbank

KPI & Statistics

Q4 2021

Created Date: Thursday, 31/3/2022

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Payment Services Directive 2

Dedicated Interface

October 2021	AIS Bal	AIS Tra	PIS Single	Up (AIS)	Up (PIS)	Up (PIIS)
October 1	812	929	853	100%	100%	100%
October 2	735	851	827	100%	100%	100%
October 3	707	821	763	100%	100%	100%
October 4	780	912	840	100%	100%	100%
October 5	754	890	824	100%	100%	100%
October 6	720	867	815	100%	100%	100%
October 7	691	820	780	100%	100%	100%
October 8	694	826	792	100%	100%	100%
October 9	708	852	1147	100%	100%	100%
October 10	634	755	753	100%	100%	100%
October 11	695	812	761	100%	100%	100%
October 12	701	817	767	100%	100%	100%
October 13	722	835	787	100%	100%	100%
October 14	725	834	769	100%	100%	100%
October 15	835	940	949	100%	100%	100%
October 16	684	794	870	100%	100%	100%
October 17	678	780	789	100%	100%	100%
October 18	801	913	828	100%	100%	100%
October 19	798	913	821	100%	100%	100%
October 20	794	910	824	100%	100%	100%
October 21	756	864	743	100%	100%	100%
October 22	713	817	796	100%	100%	100%
October 23	950	1035	1272	100%	100%	100%
October 24	719	815	721	100%	100%	100%
October 25	735	842	784	100%	100%	100%
October 26	755	871	811	100%	100%	100%
October 27	709	816	763	100%	100%	100%
October 28	724	827	782	100%	100%	100%
October 29	732	841	795	100%	100%	100%
October 30	727	831	775	100%	100%	100%
October 31	669	790	739	100%	100%	100%

All figures are shown as a montly 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	709	829	780	100%	100%	100%
November 2	757	886	836	100%	100%	100%
November 3	789	924	833	100%	100%	100%
November 4	712	841	775	100%	100%	100%
November 5	707	837	763	100%	100%	100%
November 6	676	808	741	100%	100%	100%
November 7	653	766	720	100%	100%	100%
November 8	727	854	828	100%	100%	100%
November 9	836	991	810	100%	100%	100%
November 10	733	855	813	100%	100%	100%
November 11	726	839	816	100%	100%	100%
November 12	747	860	842	100%	100%	100%
November 13	721	840	827	100%	100%	100%
November 14	684	789	757	100%	100%	100%
November 15	755	873	851	100%	100%	100%
November 16	729	849	789	100%	100%	100%
November 17	750	872	798	100%	100%	100%
November 18	752	862	800	100%	100%	100%
November 19	759	874	785	100%	100%	100%
November 20	747	865	898	100%	100%	100%
November 21	670	773	767	100%	100%	100%
November 22	741	853	818	100%	100%	100%
November 23	745	860	780	100%	100%	100%
November 24	757	871	822	100%	100%	100%
November 25	724	830	808	100%	100%	100%
November 26	764	867	825	100%	100%	100%
November 27	713	819	793	100%	100%	100%
November 28	677	782	744	100%	100%	100%
November 29	746	860	814	100%	100%	100%
November 30	759	887	835	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	786	929	862	100%	100%	100%
December 2	768	893	899	100%	100%	100%
December 3	766	914	977	100%	100%	100%
December 4	749	889	827	100%	100%	100%
December 5	708	839	821	100%	100%	100%
December 6	953	1089	1337	100%	100%	100%
December 7	1047	1210	1327	100%	100%	100%
December 8	767	904	833	100%	100%	100%
December 9	859	988	1037	100%	100%	100%
December 10	858	979	1012	100%	100%	100%
December 11	751	887	843	100%	100%	100%
December 12	791	911	874	100%	100%	100%
December 13	952	1081	1304	100%	100%	100%
December 14	861	966	1136	100%	100%	100%
December 15	825	950	1129	100%	100%	100%
December 16	842	973	1088	100%	100%	100%
December 17	740	855	864	100%	100%	100%
December 18	642	754	758	100%	100%	100%
December 19	609	715	718	100%	100%	100%
December 20	702	815	850	100%	100%	100%
December 21	716	826	841	100%	100%	100%
December 22	694	806	834	100%	100%	100%
December 23	686	794	857	100%	100%	100%
December 24	645	748	846	100%	100%	100%
December 25	628	734	787	100%	100%	100%
December 26	655	757	852	100%	100%	100%
December 27	704	817	858	100%	100%	100%
December 28	717	823	781	100%	100%	100%
December 29	751	857	781	100%	100%	100%
December 30	798	904	856	100%	100%	100%
December 31	732	842	864	100%	100%	100%

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Online Channel

October 2021	AIS Bal	AIS Tra	PIS Single	Up		
October 1	1299	1262	1453	100%		
October 2	1263	1171	1396	100%		
October 3	1492	1146	1371	100%		
October 4	1339	1253	1443	100%		
October 5	1306	1275	1451	100%		
October 6	1368	1333	1509	100%		
October 7	1299	1237	1433	100%		
October 8	1286	1258	1451	100%		
October 9	1372	1234	1500	100%		
October 10	1245	1153	1400	100%		
October 11	1280	1195	1449	100%		
October 12	1286	1231	1438	100%		
October 13	1279	1235	1445	100%		
October 14	1265	1224	1436	100%		
October 15	1277	1244	1447	100%		
October 16	1272	1194	1411	100%		
October 17	1228	1132	1379	100%		
October 18	1273	1225	1440	100%		
October 19	1272	1231	1437	100%		
October 20	1383	1269	1473	100%		
October 21	1307	1231	1440	100%		
October 22	1301	1238	1436	100%		
October 23	1305	1204	1430	100%		
October 24	1269	1143	1384	100%		
October 25	1313	1242	1437	100%		
October 26	1330	1271	1457	100%		
October 27	1298	1244	1444	100%		
October 28	1287	1235	1439	100%		
October 29	1308	1262	1463	100%		
October 30	1294	1195	1416	100%		
October 31	1303	1987	2320	100%		

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Online Channel

November 2021	AIS Bal	AIS Tra	PIS Single	Up		
November 1	1296	1268	1412	100%		
November 2	1328	1307	1449	100%		
November 3	1319	1305	1443	100%		
November 4	1297	1293	1442	100%		
November 5	1319	1329	1457	100%		
November 6	1305	1263	1424	100%		
November 7	1235	1173	1364	100%		
November 8	1329	1305	1461	100%		
November 9	1382	1398	1507	100%		
November 10	1311	1295	1461	100%		
November 11	1307	1279	1445	100%		
November 12	1310	1292	1452	100%		
November 13	1313	1271	1516	100%		
November 14	1232	1166	1373	100%		
November 15	1325	1304	1451	100%		
November 16	1312	1288	1443	100%		
November 17	1312	1291	1453	100%		
November 18	1305	1281	1440	100%		
November 19	1302	1285	1445	100%		
November 20	1291	1227	1416	100%		
November 21	1249	1169	1385	100%		
November 22	2112	1314	1462	100%		
November 23	1321	1285	1441	100%		
November 24	1339	1310	1456	100%		
November 25	1311	1273	1438	100%		
November 26	1311	1300	1464	100%		
November 27	1302	1249	1431	100%		
November 28	1250	1171	1368	100%		
November 29	1291	1284	1444	100%		
November 30	1327	1311	1462	100%		

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Online Channel

December 2021	AIS Bal	AIS Tra	PIS Single	Up		
December 1	1074	1295	1215	100%		
December 2	1050	1270	1177	100%		
December 3	1086	1179	1191	100%		
December 4	1099	1133	1224	100%		
December 5	933	955	1075	100%		
December 6	1026	1095	1165	100%		
December 7	933	993	1161	100%		
December 8	961	1074	1132	100%		
December 9	948	994	1121	100%		
December 10	998	1044	1136	100%		
December 11	920	941	1170	100%		
December 12	921	941	1079	100%		
December 13	1103	1263	1318	100%		
December 14	939	977	1159	100%		
December 15	936	1020	1137	100%		
December 16	955	985	1134	100%		
December 17	936	967	1123	100%		
December 18	923	975	1162	100%		
December 19	936	944	1079	100%		
December 20	1001	1089	1159	100%		
December 21	973	1078	1167	100%		
December 22	967	1103	1153	100%		
December 23	1011	1060	1155	100%		
December 24	926	940	1091	100%		
December 25	918	922	1150	100%		
December 26	919	924	1076	100%		
December 27	974	1069	1195	100%		
December 28	1002	1109	1210	100%		
December 29	1010	1068	1186	100%		
December 30	1024	1181	1221	100%		
December 31	942	1033	1115	100%		

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Mobile Channel

October 2021	AIS Bal	AIS Tra	PIS Single	Up		
October 1	1299	1262	1453	100%		
October 2	1263	1171	1396	100%		
October 3	1492	1146	1371	100%		
October 4	1339	1253	1443	100%		
October 5	1306	1275	1451	100%		
October 6	1368	1333	1509	100%		
October 7	1299	1237	1433	100%		
October 8	1286	1258	1451	100%		
October 9	1372	1234	1500	100%		
October 10	1245	1153	1400	100%		
October 11	1280	1195	1449	100%		
October 12	1286	1231	1438	100%		
October 13	1279	1235	1445	100%		
October 14	1265	1224	1436	100%		
October 15	1277	1244	1447	100%		
October 16	1272	1194	1411	100%		
October 17	1228	1132	1379	100%		
October 18	1273	1225	1440	100%		
October 19	1272	1231	1437	100%		
October 20	1383	1269	1473	100%		
October 21	1307	1231	1440	100%		
October 22	1301	1238	1436	100%		
October 23	1305	1204	1430	100%		
October 24	1269	1143	1384	100%		
October 25	1313	1242	1437	100%		
October 26	1330	1271	1457	100%		
October 27	1298	1244	1444	100%		
October 28	1287	1235	1439	100%		
October 29	1308	1262	1463	100%		
October 30	1294	1195	1416	100%		
October 31	1303	1987	2320	100%		

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November 4	1297	1293	1442	100%		
November 5	1319	1329	1457	100%		
November 6	1305	1263	1424	100%		
November 7	1235	1173	1364	100%		
November 8	1329	1305	1461	100%		
November 9	1382	1398	1507	100%		
November 10	1311	1295	1461	100%		
November 11	1307	1279	1445	100%		
November 12	1310	1292	1452	100%		
November 13	1313	1271	1516	100%		
November 14	1232	1166	1373	100%		
November 15	1325	1304	1451	100%		
November 16	1312	1288	1443	100%		
November 17	1312	1291	1453	100%		
November 18	1305	1281	1440	100%		
November 19	1302	1285	1445	100%		
November 20	1291	1227	1416	100%		
November 21	1249	1169	1385	100%		
November 22	2112	1314	1462	100%		
November 23	1321	1285	1441	100%		
November 24	1339	1310	1456	100%		
November 25	1311	1273	1438	100%		
November 26	1311	1300	1464	100%		
November 27	1302	1249	1431	100%		
November 28	1250	1171	1368	100%		
November 29	1291	1284	1444	100%		
November 30	1327	1311	1462	100%		

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December 4	1099	1133	1224	100%		
December 5	933	955	1075	100%		
December 6	1026	1095	1165	100%		
December 7	933	993	1161	100%		
December 8	961	1074	1132	100%		
December 9	948	994	1121	100%		
December 10	998	1044	1136	100%		
December 11	920	941	1170	100%		
December 12	921	941	1079	100%		
December 13	1103	1263	1318	100%		
December 14	939	977	1159	100%		
December 15	936	1020	1137	100%		
December 16	955	985	1134	100%		
December 17	936	967	1123	100%		
December 18	923	975	1162	100%		
December 19	936	944	1079	100%		
December 20	1001	1089	1159	100%		
December 21	973	1078	1167	100%		
December 22	967	1103	1153	100%		
December 23	1011	1060	1155	100%		
December 24	926	940	1091	100%		
December 25	918	922	1150	100%		
December 26	919	924	1076	100%		
December 27	974	1069	1195	100%		
December 28	1002	1109	1210	100%		
December 29	1010	1068	1186	100%		
December 30	1024	1181	1221	100%		
December 31	942	1033	1115	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 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 block 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 tim which where added to the KPIs shown in the previous page:

Online Channel
AIS Bal: 800 ms
AIS Tra: 800 ms
PIS Single: 900 ms

Mobile Channel
AIS Bal: 800 ms
AIS Tra: 800 ms
PIS Single: 900 ms

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