

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
January 1,2025	611	1225	1785	100%	100%	100%	0.00
January 2,2025	688	1301	2359	100%	100%	100%	0.00
January 3,2025	667	1305	2525	100%	100%	100%	0.00
January 4,2025	683	1307	1716	100%	100%	100%	0.00
January 5,2025	603	1267	2028	100%	100%	100%	0.00
January 6,2025	820	1293	3576	100%	100%	100%	0.00
January 7,2025	629	1344	2023	100%	100%	100%	0.00
January 8,2025	630	1377	3177	100%	100%	100%	0.00
January 9,2025	719	1328	2305	100%	100%	100%	0.00
January 10,2025	764	1343	2506	100%	100%	100%	0.00
January 11,2025	745	1316	2911	100%	100%	100%	0.00
January 12,2025	684	1212	2246	100%	100%	100%	0.57
January 13,2025	768	1225	3015	100%	100%	100%	0.00
January 14,2025	718	1360	2996	100%	100%	100%	0.00
January 15,2025	656	1286	2360	100%	100%	100%	0.00
January 16,2025	683	1346	2183	100%	100%	100%	0.00
January 17,2025	685	1272	2394	100%	100%	100%	0.00
January 18,2025	657	1316	1890	100%	100%	100%	0.76
January 19,2025	636	2600	2598	100%	97%	100%	1.07
January 20,2025	667	1289	2160	100%	100%	100%	0.00
January 21,2025	1675	2188	2549	100%	100%	100%	0.00
January 22,2025	655	1223	2058	100%	100%	100%	0.00
January 23,2025	662	1320	2186	100%	100%	100%	0.00
January 24,2025	671	1561	4419	100%	100%	100%	0.00
January 25,2025	599	1161	2081	100%	100%	100%	0.00
January 26,2025	597	1128	2091	100%	100%	100%	0.00
January 27,2025	699	1165	2488	100%	100%	100%	0.00
January 28,2025	617	1204	2418	100%	100%	100%	0.00
January 29,2025	672	1078	1863	100%	100%	100%	0.00
January 30,2025	656	1274	2066	100%	100%	100%	0.00
January 31,2025	646	1099	4118	100%	100%	100%	0.24

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	AIS Bal	AIS Tra	PIS Single	Up (AIS)	Up (PIS)	Up (PIIS)	Error Rate
February 1,2025	620	1095	2938	100%	100%	100%	0.00
February 2,2025	697	1229	2671	100%	100%	100%	0.00
February 3,2025	706	1403	2843	100%	100%	100%	0.00
February 4,2025	675	1235	2675	100%	100%	100%	0.00
February 5,2025	702	1335	2340	100%	100%	100%	0.00
February 6,2025	680	1211	2118	100%	100%	100%	0.00
February 7,2025	699	1142	2020	100%	100%	100%	0.00
February 8,2025	702	1174	2935	100%	100%	100%	0.00
February 9,2025	640	1436	2302	100%	100%	100%	0.00
February 10,2025	643	1286	2478	100%	100%	100%	0.00
February 11,2025	800	1205	2921	100%	100%	100%	0.00
February 12,2025	703	1207	2925	100%	100%	100%	0.00
February 13,2025	661	1155	2189	100%	100%	100%	0.00
February 14,2025	660	1224	2123	100%	100%	100%	0.00
February 15,2025	609	1130	2514	100%	100%	100%	0.00
February 16,2025	656	1260	2393	100%	100%	100%	0.00
February 17,2025	621	1151	2696	100%	100%	100%	0.00
February 18,2025	673	1220	3547	100%	100%	100%	0.00
February 19,2025	640	1254	2392	100%	100%	100%	0.00
February 20,2025	634	1371	1874	100%	100%	100%	0.00
February 21,2025	626	1337	2425	100%	100%	100%	0.00
February 22,2025	705	1157	2221	100%	100%	100%	0.00
February 23,2025	605	1319	2032	100%	100%	100%	0.00
February 24,2025	618	1198	2353	100%	100%	100%	0.00
February 25,2025	594	1352	2272	100%	100%	100%	0.00
February 26,2025	604	1130	2244	100%	100%	100%	0.00
February 27,2025	673	1193	2712	100%	100%	100%	0.00
February 28,2025	671	1253	2220	100%	100%	100%	0.00

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Dedicated Interface

	AIS Bal	AIS Tra	PIS Single	Up (AIS)	Up (PIS)	Up (PIIS)	Error Rate
March 1,2025	647	1164	2515	100%	100%	100%	0.00
March 2,2025	582	1056	2063	100%	100%	100%	0.00
March 3,2025	659	1237	2556	100%	100%	100%	0.00
March 4,2025	660	1220	2278	100%	100%	100%	0.00
March 5,2025	812	1120	2465	100%	100%	100%	0.00
March 6,2025	635	1224	2512	100%	100%	100%	0.00
March 7,2025	654	1210	2436	100%	100%	100%	0.00
March 8,2025	606	1165	1985	98%	98%	98%	1.35
March 9,2025	576	1374	2590	100%	98%	100%	0.70
March 10,2025	730	1375	2431	100%	100%	100%	0.00
March 11,2025	629	1111	3421	100%	100%	100%	0.00
March 12,2025	636	1272	2094	100%	100%	100%	0.00
March 13,2025	589	1160	2295	100%	100%	100%	0.00
March 14,2025	629	1183	2199	100%	100%	100%	0.00
March 15,2025	575	1247	2058	100%	100%	100%	0.00
March 16,2025	545	1262	2039	100%	100%	100%	0.00
March 17,2025	582	1174	2251	100%	100%	100%	0.00
March 18,2025	636	1276	2311	100%	100%	100%	0.00
March 19,2025	646	1243	2288	100%	100%	100%	0.00
March 20,2025	629	1219	2441	100%	100%	100%	0.00
March 21,2025	582	1209	2427	100%	100%	100%	0.00
March 22,2025	564	1370	2307	100%	100%	100%	0.44
March 23,2025	612	1330	2377	100%	100%	100%	0.34
March 24,2025	541	1309	2423	100%	100%	100%	0.82
March 25,2025	561	1261	2800	100%	100%	100%	0.00
March 26,2025	586	1284	2384	100%	100%	100%	0.00
March 27,2025	622	1322	2879	100%	100%	100%	0.00
March 28,2025	624	1310	2635	100%	100%	100%	0.00
March 29,2025	639	2408	2581	100%	100%	100%	0.00
March 30,2025	605	1505	2747	100%	100%	100%	0.00
March 31,2025	599	1267	3096	100%	100%	100%	0.00

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KPI & Statistics

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Online Channel

	AIS Bal	AIS Tra	PIS Single	Up
January 1,2025	3569	2740	5517	100%
January 2,2025	3599	2773	5554	100%
January 3,2025	3607	2781	5552	100%
January 4,2025	3547	2717	5526	100%
January 5,2025	3539	2709	5527	100%
January 6,2025	3626	2801	5569	100%
January 7,2025	3635	2812	5593	100%
January 8,2025	3616	2790	5566	100%
January 9,2025	3605	2779	5576	100%
January 10,2025	3639	2814	5567	100%
January 11,2025	3581	2753	5539	100%
January 12,2025	3600	2773	5546	100%
January 13,2025	3602	2775	5561	100%
January 14,2025	3626	2801	5563	100%
January 15,2025	3614	2787	5558	100%
January 16,2025	3627	2800	5573	100%
January 17,2025	3623	2795	5560	100%
January 18,2025	3552	2721	5620	100%
January 19,2025	3493	2660	5524	100%
January 20,2025	3573	2744	5554	100%
January 21,2025	3783	2963	5562	100%
January 22,2025	3634	2804	5549	100%
January 23,2025	3955	3144	5554	100%
January 24,2025	3561	2729	5584	100%
January 25,2025	3525	2692	5517	100%
January 26,2025	3482	2649	5523	100%
January 27,2025	3583	2754	5541	100%
January 28,2025	3791	2971	5541	100%
January 29,2025	3617	2789	5550	100%
January 30,2025	3619	2791	5566	100%
January 31,2025	4574	3794	5722	100%

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KPI & Statistics

Online Channel

	AIS Bal	AIS Tra	PIS Single	Up
February 1,2025	3476	2642	5507	100%
February 2,2025	3515	2683	5541	100%
February 3,2025	3549	2719	5567	100%
February 4,2025	3545	2714	5554	100%
February 5,2025	3513	2680	5555	100%
February 6,2025	3570	2740	5554	100%
February 7,2025	3613	2784	5555	100%
February 8,2025	3499	2666	5520	100%
February 9,2025	3492	2660	5554	100%
February 10,2025	3603	2774	5579	100%
February 11,2025	3599	2769	5561	100%
February 12,2025	3597	2767	5567	100%
February 13,2025	3695	2870	5565	100%
February 14,2025	3601	2771	5555	100%
February 15,2025	3629	2801	5538	100%
February 16,2025	3599	2770	5540	100%
February 17,2025	3589	2759	5542	100%
February 18,2025	3643	2816	5554	100%
February 19,2025	3549	2718	5557	100%
February 20,2025	3581	2751	5559	100%
February 21,2025	3546	2714	5546	100%
February 22,2025	3513	2681	5524	100%
February 23,2025	3478	2645	5539	100%
February 24,2025	3549	2718	5789	100%
February 25,2025	3642	2815	5536	100%
February 26,2025	3585	2756	5528	100%
February 27,2025	3563	2733	5568	100%
February 28,2025	3565	2734	5555	100%

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KPI & Statistics

Online Channel

	AIS Bal	AIS Tra	PIS Single	Up
March 1,2025	3486	2653	5528	100%
March 2,2025	3482	2649	5545	100%
March 3,2025	3556	2725	5574	100%
March 4,2025	3615	2787	5580	100%
March 5,2025	3845	3020	5566	100%
March 6,2025	3571	2740	5609	100%
March 7,2025	3557	2725	5602	100%
March 8,2025	3511	2678	5537	100%
March 9,2025	3499	2667	5575	100%
March 10,2025	3568	2736	5590	100%
March 11,2025	3617	2755	5563	100%
March 12,2025	3559	2728	5578	100%
March 13,2025	3534	2701	5574	100%
March 14,2025	3606	2777	5567	100%
March 15,2025	3495	2662	5537	100%
March 16,2025	3504	2671	5554	100%
March 17,2025	3557	2726	5559	100%
March 18,2025	3551	2720	5609	100%
March 19,2025	3524	2691	5579	100%
March 20,2025	3531	2698	5566	100%
March 21,2025	3540	2708	5564	100%
March 22,2025	3947	3136	5556	100%
March 23,2025	3503	2671	5556	100%
March 24,2025	3540	2708	5565	100%
March 25,2025	3563	2731	5564	100%
March 26,2025	3532	2700	5584	100%
March 27,2025	3544	2712	5576	100%
March 28,2025	3499	2666	5579	100%
March 29,2025	3471	2636	5566	100%
March 30,2025	3471	2636	5564	100%
March 31,2025	3729	2908	5573	100%

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Mobile Channel (MyBank)

	AIS Bal	AIS Tra	PIS Single	Up
January 1,2025	6209	4829	6264	100%
January 2,2025	6235	4877	6273	100%
January 3,2025	6237	4864	6276	100%
January 4,2025	6213	4841	6261	100%
January 5,2025	6204	4824	6259	100%
January 6,2025	6258	4864	6282	100%
January 7,2025	6246	4878	6289	100%
January 8,2025	6240	4858	6278	100%
January 9,2025	6253	4910	6283	100%
January 10,2025	6244	4858	6280	100%
January 11,2025	6223	4847	6267	100%
January 12,2025	6197	4811	6254	100%
January 13,2025	6233	4849	6268	100%
January 14,2025	6255	4851	6267	100%
January 15,2025	6232	4862	6270	100%
January 16,2025	6249	4892	6279	100%
January 17,2025	6242	4855	6273	100%
January 18,2025	6237	4846	6263	100%
January 19,2025	6202	4830	6267	100%
January 20,2025	6244	4893	6276	100%
January 21,2025	6252	4864	6279	100%
January 22,2025	6242	4878	6280	100%
January 23,2025	6266	4884	6289	100%
January 24,2025	6250	4915	6277	100%
January 25,2025	6233	4880	6261	100%
January 26,2025	6209	4829	6257	100%
January 27,2025	6238	4876	6272	100%
January 28,2025	6238	4928	6270	100%
January 29,2025	6242	4869	6276	100%
January 30,2025	6246	4884	6280	100%
January 31,2025	6250	4883	6288	100%

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Mobile Channel (MyBank)

	AIS Bal	AIS Tra	PIS Single	Up
February 1,2025	6227	4868	6267	100%
February 2,2025	6209	4848	6261	100%
February 3,2025	6237	4863	6273	100%
February 4,2025	6242	4868	6275	100%
February 5,2025	6245	4873	6277	100%
February 6,2025	6250	4889	6278	100%
February 7,2025	6238	4852	6272	100%
February 8,2025	6226	4865	6260	100%
February 9,2025	6206	4851	6255	100%
February 10,2025	6238	4886	6274	100%
February 11,2025	6239	4850	6271	100%
February 12,2025	6261	4891	6284	100%
February 13,2025	6269	4879	6287	100%
February 14,2025	6255	4872	6284	100%
February 15,2025	6236	4951	6273	100%
February 16,2025	6201	4810	6260	100%
February 17,2025	6243	4853	6269	100%
February 18,2025	6249	4852	6276	100%
February 19,2025	6257	4887	6285	100%
February 20,2025	6247	4865	6279	100%
February 21,2025	6256	5021	6282	100%
February 22,2025	6225	4866	6260	100%
February 23,2025	6209	4831	6259	100%
February 24,2025	6242	5018	6279	100%
February 25,2025	6240	4893	6271	100%
February 26,2025	6235	4886	6273	100%
February 27,2025	6250	4910	6278	100%
February 28,2025	6235	4872	6273	100%

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Mobile Channel (MyBank)

	AIS Bal	AIS Tra	PIS Single	Up
March 1,2025	6234	4856	6268	100%
March 2,2025	6213	4846	6261	100%
March 3,2025	6252	4883	6274	100%
March 4,2025	6254	4921	6275	100%
March 5,2025	6245	4865	6304	100%
March 6,2025	6239	4879	6275	100%
March 7,2025	6247	4879	6277	100%
March 8,2025	6243	4912	6264	100%
March 9,2025	6221	4846	6260	100%
March 10,2025	6248	4864	6273	100%
March 11,2025	6237	4866	6270	100%
March 12,2025	6247	4892	6276	100%
March 13,2025	6253	4873	6280	100%
March 14,2025	6254	4878	6285	100%
March 15,2025	6237	4895	6267	100%
March 16,2025	6228	4835	6263	100%
March 17,2025	6237	4885	6270	100%
March 18,2025	6237	4864	6269	100%
March 19,2025	6252	4862	6270	100%
March 20,2025	6244	4865	6275	100%
March 21,2025	6239	4867	6273	100%
March 22,2025	6216	4849	6261	100%
March 23,2025	6205	5066	6257	100%
March 24,2025	6248	4909	6274	100%
March 25,2025	6259	4869	6273	100%
March 26,2025	6250	4874	6274	100%
March 27,2025	6259	4876	6283	100%
March 28,2025	6243	4881	6277	100%
March 29,2025	6219	4930	6263	100%
March 30,2025	6205	4849	6256	100%
March 31,2025	6238	4923	6265	100%

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KPI & Statistics

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: 1788 ms AIS
Tra: 1956 ms PIS
Single: 2724 ms

Mobile Channel AIS
Bal: 2654 ms AIS
Tra: 2789 ms PIS
Single: 2848 ms