

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)	Error Rate
Jul-01	935	1441	2992	100%	100%	100%	0.00
Jul-02	933	1531	2402	98%	98%	98%	2.27
Jul-03	1447	2250	2878	100%	100%	100%	0.00
Jul-04	1018	1573	3689	100%	100%	100%	0.00
Jul-05	973	1536	3576	100%	100%	100%	0.00
Jul-06	977	1671	3159	100%	100%	100%	0.00
Jul-07	978	1528	3363	100%	100%	100%	0.00
Jul-08	945	1626	2896	100%	100%	100%	0.00
Jul-09	945	1570	2512	99%	99%	99%	1.86
Jul-10	1016	1548	4692	100%	100%	100%	0.00
Jul-11	990	1587	4585	100%	100%	100%	0.00
Jul-12	1085	1738	3219	100%	100%	100%	0.00
Jul-13	1023	1591	3386	100%	100%	100%	0.00
Jul-14	939	1586	3275	100%	100%	100%	0.00
Jul-15	948	1534	2825	100%	100%	100%	0.00
Jul-16	895	1538	3070	97%	97%	97%	1.95
Jul-17	974	1588	2787	100%	100%	100%	0.00
Jul-18	952	1924	3499	100%	100%	100%	0.00
Jul-19	922	1643	3303	100%	100%	100%	0.00
Jul-20	928	1844	3963	100%	100%	100%	0.00
Jul-21	983	1683	3388	100%	100%	100%	0.00
Jul-22	881	1660	2928	100%	100%	100%	0.00
Jul-23	924	1651	3043	98%	98%	98%	2.13
Jul-24	907	1732	2760	100%	100%	100%	0.00
Jul-25	958	1701	3011	99%	99%	99%	0.04
Jul-26	971	1589	1961	100%	100%	100%	0.00
Jul-27	923	2130	3352	100%	100%	100%	0.00
Jul-28	917	1554	3068	100%	100%	100%	0.00
Jul-29	916	1604	3273	100%	100%	100%	0.49
Jul-30	955	1846	2986	98%	98%	98%	2.68
Jul-31	930	1633	2945	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
Aug-01	996	1541	3247	100%	100%	100%	0.00
Aug-02	1131	1654	2858	100%	100%	100%	0.00
Aug-03	958	1952	2738	100%	100%	100%	0.00
Aug-04	946	1625	3817	100%	100%	100%	0.00
Aug-05	942	1677	3649	100%	100%	100%	0.00
Aug-06	961	1695	3292	100%	100%	100%	0.00
Aug-07	949	1630	3351	100%	100%	100%	0.00
Aug-08	934	1622	3378	100%	100%	100%	0.00
Aug-09	972	1811	2908	100%	100%	100%	0.00
Aug-10	987	1601	3563	98%	98%	98%	0.08
Aug-11	983	1593	3472	100%	100%	100%	0.00
Aug-12	974	1905	3159	100%	100%	100%	0.00
Aug-13	923	1593	3233	95%	95%	95%	6.45
Aug-14	953	1595	3066	100%	100%	100%	0.00
Aug-15	933	1690	3188	100%	100%	100%	0.00
Aug-16	949	1586	3022	100%	100%	100%	0.00
Aug-17	935	1588	3034	100%	100%	100%	0.00
Aug-18	919	1924	3082	100%	100%	100%	0.00
Aug-19	975	1625	3273	100%	100%	100%	0.00
Aug-20	1004	1582	3225	94%	94%	94%	6.59
Aug-21	960	1805	3243	99%	99%	99%	0.11
Aug-22	985	1577	3436	100%	100%	100%	0.00
Aug-23	949	1643	3370	100%	100%	100%	0.00
Aug-24	965	1657	3109	99%	99%	99%	0.01
Aug-25	927	1586	2644	100%	100%	100%	0.00
Aug-26	914	1561	3052	100%	100%	100%	0.00
Aug-27	936	1731	2946	94%	94%	94%	5.83
Aug-28	964	1616	2748	100%	100%	100%	0.00
Aug-29	925	1884	2766	100%	100%	100%	0.00
Aug-30	925	1663	3122	100%	100%	100%	0.00
Aug-31	936	1752	3170	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
Sep-01	939	1568	2952	100%	100%	100%	0.00
Sep-02	989	1548	3242	98%	98%	98%	2.25
Sep-03	962	1803	3543	97%	97%	97%	3.31
Sep-04	984	1560	3210	100%	100%	100%	0.00
Sep-05	989	1557	3011	100%	100%	100%	0.00
Sep-06	971	1727	3650	100%	100%	100%	0.00
Sep-07	971	1636	3331	100%	100%	100%	0.00
Sep-08	947	1687	3474	100%	100%	100%	0.00
Sep-09	940	1613	4221	100%	100%	100%	0.00
Sep-10	953	1581	3693	96%	96%	96%	4.28
Sep-11	929	1592	3143	99%	99%	99%	0.06
Sep-12	942	1686	3244	100%	100%	100%	0.00
Sep-13	951	1739	2962	100%	100%	100%	0.00
Sep-14	906	1606	3131	100%	100%	100%	0.00
Sep-15	936	1836	3053	100%	100%	100%	0.00
Sep-16	940	1592	3416	100%	100%	100%	0.00
Sep-17	920	1617	3397	100%	100%	100%	0.00
Sep-18	948	1807	3398	100%	100%	100%	0.00
Sep-19	931	1769	3465	100%	100%	100%	0.00
Sep-20	950	1692	3025	100%	100%	100%	0.00
Sep-21	927	1711	3064	100%	100%	100%	0.00
Sep-22	959	1801	3052	100%	100%	100%	0.00
Sep-23	956	1781	2942	100%	100%	100%	0.70
Sep-24	954	1603	3539	97%	97%	97%	3.27
Sep-25	945	1727	3775	100%	100%	100%	0.00
Sep-26	995	1727	3072	100%	100%	100%	0.00
Sep-27	953	1611	3234	97%	97%	97%	0.03
Sep-28	931	2130	3007	100%	100%	100%	0.00
Sep-29	928	1554	2927	100%	100%	100%	0.00
Sep-30	927	1604	2516	99%	99%	99%	0.02

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Online Channel

	AIS Bal	AIS Tra	PIS Single	Up		
July 1	4136	2625	4177	100%		
July 2	4109	2653	4247	100%		
July 3	4261	2762	4443	100%		
July 4	4161	2662	4422	100%		
July 5	4200	2698	4098	100%		
July 6	4129	2636	3881	100%		
July 7	4050	2759	3929	100%		
July 8	4272	2656	4162	100%		
July 9	4095	2877	4874	100%		
July 10	3899	2622	4454	100%		
July 11	4097	2855	4580	100%		
July 12	4141	2741	4578	100%		
July 13	3853	2655	3834	100%		
July 14	4088	2732	4009	100%		
July 15	4189	2636	4318	100%		
July 16	4294	2667	4125	100%		
July 17	4180	2794	4240	100%		
July 18	4171	2706	4345	100%		
July 19	4302	2725	4642	100%		
July 20	4278	2592	4326	100%		
July 21	4377	2767	3885	100%		
July 22	4342	2969	3853	100%		
July 23	4503	3099	3852	100%		
July 24	4248	2701	4316	100%		
July 25	4528	2672	3965	100%		
July 26	4012	2604	4237	100%		
July 27	3995	2689	4458	100%		
July 28	4116	2636	4344	100%		
July 29	4248	2701	4316	100%		
July 30	4528	2672	3965	100%		
July 31	4012	2604	4237	100%		

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Online Channel

	AIS Bal	AIS Tra	PIS Single	Up		
August 1	4117	2858	4330	100%		
August 2	4191	2825	4364	100%		
August 3	4136	2854	4390	100%		
August 4	4180	2595	4313	100%		
August 5	4381	2692	4620	100%		
August 6	4373	2793	3897	100%		
August 7	4165	2634	4055	100%		
August 8	4290	2588	3950	100%		
August 9	4189	2636	4318	100%		
August 10	4500	2783	4020	100%		
August 11	4200	2668	4098	100%		
August 12	4214	2671	4016	100%		
August 13	4180	2794	4240	100%		
August 14	4088	2732	4009	100%		
August 15	4189	2636	4318	100%		
August 16	4294	2718	4125	100%		
August 17	4180	2794	4240	100%		
August 18	4299	2588	3950	100%		
August 19	4210	2636	4318	100%		
August 20	4017	2695	4162	100%		
August 21	4402	2703	4098	100%		
August 22	4500	2783	4020	100%		
August 23	4200	2668	4098	100%		
August 24	4199	2636	4318	100%		
August 25	4017	2656	4162	100%		
August 26	4247	2666	4279	100%		
August 27	4193	2694	4296	100%		
August 28	4165	2597	4213	100%		
August 29	4474	2877	4008	100%		
August 30	4502	2884	4091	100%		
August 31	4434	2839	4047	100%		

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Online Channel

	AIS Bal	AIS Tra	PIS Single	Up		
September 1	4449	2705	4323	100%		
September 2	4227	2789	4145	100%		
September 3	4290	2588	3950	100%		
September 4	4189	2636	4318	100%		
September 5	4272	2656	4162	100%		
September 6	4095	2877	4874	100%		
September 7	4480	2836	3875	100%		
September 8	4308	2978	3881	100%		
September 9	4377	2967	3885	100%		
September 10	4342	2969	3853	100%		
September 11	4503	3099	3852	100%		
September 12	4247	2738	3806	100%		
September 13	4450	2772	3924	100%		
September 14	4492	2813	3925	100%		
September 15	4284	3519	3675	100%		
September 16	4485	2784	3931	100%		
September 17	4456	2733	3841	100%		
September 18	4247	2738	3806	100%		
September 19	4450	2772	3924	100%		
September 20	4492	2813	3925	100%		
September 21	4418	2761	4001	100%		
September 22	4474	2877	4008	100%		
September 23	4502	2884	4091	100%		
September 24	4434	2839	4047	100%		
September 25	4302	2800	3839	100%		
September 26	4485	2910	4026	100%		
September 27	4363	2826	3868	100%		
September 28	4402	2703	4098	100%		
September 29	4500	2783	4020	100%		
September 30	4022	2732	4009	100%		

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Mobile Channel (MyBank)

	AIS Bal	AIS Tra	PIS Single	Up		
July 1	2904	3301	4480	100%		
July 2	2935	3350	4490	100%		
July 3	2933	3340	4495	100%		
July 4	2902	3353	4456	100%		
July 5	2897	3304	4456	100%		
July 6	2882	3308	4444	100%		
July 7	2886	3302	4444	100%		
July 8	2886	3300	4458	100%		
July 9	2890	3327	4448	100%		
July 10	2884	3299	4443	100%		
July 11	2882	3308	4474	100%		
July 12	2886	3302	4444	100%		
July 13	2886	3300	4458	100%		
July 14	2933	3422	4531	100%		
July 15	2894	3330	4447	100%		
July 16	2903	3334	4450	100%		
July 17	2900	3334	4455	100%		
July 18	2904	3337	4456	100%		
July 19	2908	3382	4509	100%		
July 20	2933	3422	4531	100%		
July 21	2934	3399	4533	100%		
July 22	2952	3322	4505	100%		
July 23	2940	3329	4492	100%		
July 24	2943	3333	4494	100%		
July 25	2942	3334	4498	100%		
July 26	2907	3277	4475	100%		
July 27	2902	3271	4466	100%		
July 28	2908	3281	4475	100%		
July 29	2903	3319	4467	100%		
July 30	2932	3335	4489	100%		
July 31	2952	3369	4502	100%		

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Mobile Channel (MyBank)

	AIS Bal	AIS Tra	PIS Single	Up		
August 1	2967	3360	4509	100%		
August 2	2897	3257	4465	100%		
August 3	2896	3259	4464	100%		
August 4	2926	3300	4485	100%		
August 5	2967	3350	4453	100%		
August 6	3138	3319	4452	100%		
August 7	2902	3346	4455	100%		
August 8	2912	3339	4457	100%		
August 9	2894	3330	4447	100%		
August 10	2903	3334	4450	100%		
August 11	2882	3308	4444	100%		
August 12	2886	3318	4444	100%		
August 13	2892	3334	4452	100%		
August 14	2899	3340	4452	100%		
August 15	2906	3347	4458	100%		
August 16	2900	3345	4458	100%		
August 17	2894	3378	4494	100%		
August 18	2901	3338	4450	100%		
August 19	2894	3330	4447	100%		
August 20	2903	3334	4450	100%		
August 21	2900	3304	4455	100%		
August 22	2902	3343	4454	100%		
August 23	2952	3337	4503	100%		
August 24	2906	3382	4509	100%		
August 25	2933	3422	4531	100%		
August 26	2899	3331	4452	100%		
August 27	2901	3338	4450	100%		
August 28	2894	3330	4447	100%		
August 29	2903	3334	4450	100%		
August 30	2902	3354	4456	100%		
August 31	2901	3338	4450	100%		

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Mobile Channel (MyBank)

	AIS Bal	AIS Tra	PIS Single	Up		
September 1	2903	3334	4450	100%		
September 2	2900	3334	4455	100%		
September 3	2904	3337	4456	100%		
September 4	2902	3346	4455	100%		
September 5	2952	3322	4505	100%		
September 6	2900	3334	4475	100%		
September 7	2903	3334	4450	100%		
September 8	2882	3308	4444	100%		
September 9	2886	3318	4444	100%		
September 10	5346	3669	5388	100%		
September 11	5065	3449	5280	100%		
September 12	5104	3518	5253	100%		
September 13	5378	3782	5376	100%		
September 14	5360	3691	5369	100%		
September 15	5366	3650	5350	100%		
September 16	5145	3614	5473	100%		
September 17	5030	3395	5320	100%		
September 18	5294	3565	5731	100%		
September 19	5284	3594	5514	100%		
September 20	5340	3710	5521	100%		
September 21	5324	3634	5220	100%		
September 22	6392	3643	5648	100%		
September 23	5315	3538	5836	100%		
September 24	2902	3354	4456	100%		
September 25	2901	3338	4450	100%		
September 26	2895	3322	4447	100%		
September 27	2902	3344	4449	100%		
September 28	2881	3320	4452	100%		
September 29	2902	3334	4448	100%		
September 30	2906	3349	4448	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: 2848 ms