

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
October 1	858	1624	3499	100%	100%	100%	0.00
October 2	871	1614	3070	100%	100%	100%	0.00
October 3	865	1460	2825	100%	100%	100%	0.00
October 4	820	1539	3275	100%	100%	100%	0.00
October 5	802	1651	3386	100%	100%	100%	0.00
October 6	835	1478	3219	100%	100%	100%	0.00
October 7	834	1888	3188	100%	100%	100%	0.00
October 8	881	1469	3133	96%	96%	96%	6.12
October 9	785	1447	3209	100%	100%	100%	0.00
October 10	798	1400	3261	100%	100%	100%	0.00
October 11	810	2063	3204	100%	100%	100%	0.00
October 12	787	1594	3200	100%	100%	100%	0.00
October 13	919	1765	3198	100%	100%	100%	0.00
October 14	838	1699	3204	100%	100%	100%	0.00
October 15	881	1925	3222	100%	100%	100%	0.00
October 16	769	1588	3208	100%	100%	100%	0.00
October 17	843	1752	3204	100%	100%	100%	0.00
October 18	947	2017	3208	100%	100%	100%	0.00
October 19	928	1701	3207	100%	100%	100%	0.00
October 20	890	1512	3211	100%	100%	100%	0.00
October 21	753	1361	3209	100%	100%	100%	0.00
October 22	794	1396	3207	98%	98%	98%	2.38
October 23	811	1471	3275	100%	100%	100%	0.00
October 24	829	1404	3386	100%	100%	100%	0.00
October 25	785	1431	3219	100%	100%	100%	0.00
October 26	801	1468	3234	100%	100%	100%	0.00
October 27	809	1465	3276	100%	100%	100%	0.00
October 28	763	1328	3257	99%	99%	99%	1.55
October 29	1450	2722	3292	98%	98%	98%	2.78
October 30	924	1577	3262	100%	100%	100%	0.48
October 31	818	1481	3251	100%	100%	100%	0.00

All figures are shown as a monthly average time (in milliseconds) resp. percentage (in %) value.

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## KPI &amp; Statistics

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	AIS Bal	AIS Tra	PIS Single	Up (AIS)	Up (PIS)	Up (PIIS)	Error Rate
November 1	795	1377	2652	100%	100%	100%	0.00
November 2	829	1545	2553	100%	100%	100%	0.00
November 3	849	1404	2685	100%	100%	100%	0.00
November 4	893	1479	3305	100%	100%	100%	0.00
November 5	796	1408	2851	97%	97%	97%	1.85
November 6	830	1404	2809	100%	100%	100%	0.00
November 7	850	1392	2844	100%	100%	100%	0.00
November 8	946	1387	2934	100%	100%	100%	0.00
November 9	840	1491	2779	100%	100%	100%	0.00
November 10	918	1462	2758	100%	100%	100%	0.00
November 11	828	1373	2969	100%	100%	100%	0.00
November 12	870	1416	2918	100%	100%	100%	0.00
November 13	886	1533	2835	100%	100%	100%	0.00
November 14	858	1443	2812	100%	100%	100%	0.00
November 15	893	1513	2905	100%	100%	100%	0.00
November 16	946	1406	2867	100%	100%	100%	0.00
November 17	923	1619	2820	100%	100%	100%	0.00
November 18	849	1415	2867	100%	100%	100%	0.00
November 19	883	1558	2897	97%	97%	97%	1.75
November 20	924	1533	2866	100%	100%	100%	0.00
November 21	1059	1507	2833	100%	100%	100%	0.00
November 22	911	1565	2868	100%	100%	100%	0.00
November 23	915	1500	2877	100%	100%	100%	0.00
November 24	918	1550	2855	100%	100%	100%	0.00
November 25	999	1587	2852	97%	97%	97%	1.42
November 26	898	1326	2872	100%	100%	100%	0.00
November 27	996	1932	2872	100%	100%	100%	0.00
November 28	990	1988	2853	99%	99%	99%	0.91
November 29	1021	1473	2858	100%	100%	100%	0.00
November 30	969	1428	2869	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
December 1	945	1447	3135	100%	100%	100%	0.00
December 2	916	1337	3465	100%	100%	100%	0.00
December 3	974	1631	3120	99%	99%	99%	1.07
December 4	1002	1577	2700	100%	100%	100%	0.00
December 5	1048	1621	2864	100%	100%	100%	0.00
December 6	994	1491	2834	100%	100%	100%	0.00
December 7	995	1472	3150	100%	100%	100%	0.00
December 8	934	1497	2885	100%	100%	100%	0.00
December 9	1004	1585	2905	100%	100%	100%	0.00
December 10	977	1372	2861	100%	100%	100%	0.00
December 11	1048	1658	2963	100%	100%	100%	0.00
December 12	1049	1757	2965	100%	100%	100%	0.00
December 13	1109	1640	2917	100%	100%	100%	0.00
December 14	1048	1698	2910	100%	100%	100%	0.00
December 15	1023	1594	2914	100%	100%	100%	0.00
December 16	979	1513	2946	100%	100%	100%	0.00
December 17	974	1483	2932	100%	100%	100%	0.00
December 18	1105	1684	2924	100%	100%	100%	0.00
December 19	1127	1572	2919	100%	100%	100%	0.00
December 20	1050	1623	2928	100%	100%	100%	0.00
December 21	1350	1696	2932	100%	100%	100%	0.00
December 22	1075	1526	2928	100%	100%	100%	0.00
December 23	949	1379	2925	100%	100%	100%	0.00
December 24	933	1369	2925	100%	100%	100%	0.00
December 25	902	1316	2928	100%	100%	100%	0.00
December 26	978	1420	2928	100%	100%	100%	0.00
December 27	994	1526	2927	100%	100%	100%	0.00
December 28	999	1591	2926	100%	100%	100%	0.00
December 29	995	1467	2927	100%	100%	100%	0.00
December 30	962	1393	2928	100%	100%	100%	0.00
December 31	1057	1504	2928	100%	100%	100%	0.00

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## KPI &amp; Statistics

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## Online Channel

	AIS Bal	AIS Tra	PIS Single	Up		
October 1	4512	2649	4163	100%		
October 2	4622	2752	4242	100%		
October 3	4222	2578	3881	100%		
October 4	4377	2667	3885	100%		
October 5	4342	2569	3953	100%		
October 6	4503	2899	3852	100%		
October 7	4438	3143	4112	100%		
October 8	4284	2919	3875	100%		
October 9	4485	2784	3931	100%		
October 10	3987	2586	4280	100%		
October 11	3972	2622	4454	100%		
October 12	4923	2805	4049	100%		
October 13	4456	2724	4023	100%		
October 14	4277	2703	4002	100%		
October 15	4129	2636	3881	100%		
October 16	4050	2759	3929	100%		
October 17	4272	2656	4162	100%		
October 18	4095	2877	4874	100%		
October 19	4480	2836	3875	100%		
October 20	4199	2616	3767	100%		
October 21	4238	2685	3740	100%		
October 22	4382	2744	4120	100%		
October 23	4441	2816	4330	100%		
October 24	4557	2709	4110	100%		
October 25	4448	2662	3949	100%		
October 26	15620	3671	3860	100%		
October 27	3996	2637	3685	100%		
October 28	4302	2800	3839	100%		
October 29	4485	2910	4026	100%		
October 30	4363	2826	3868	100%		
October 31	4431	2800	3879	100%		

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## Online Channel

	AIS Bal	AIS Tra	PIS Single	Up		
November 1	4458	2801	3707	100%		
November 2	5526	2810	4135	100%		
November 3	4449	2705	4323	100%		
November 4	4227	2789	4145	100%		
November 5	4290	2588	3950	100%		
November 6	4189	2636	4318	100%		
November 7	4017	2656	4162	100%		
November 8	4402	2703	4098	100%		
November 9	4191	2825	4364	100%		
November 10	4136	2854	4390	100%		
November 11	4180	2595	4313	100%		
November 12	4310	2692	4620	100%		
November 13	4206	2723	4186	100%		
November 14	4166	2826	4220	100%		
November 15	5526	2810	4135	100%		
November 16	5449	2705	4173	100%		
November 17	4527	2789	4145	100%		
November 18	4299	2588	3950	100%		
November 19	4210	2636	4318	100%		
November 20	4017	2695	4162	100%		
November 21	4402	2703	4098	100%		
November 22	4500	2783	4020	100%		
November 23	4200	2668	4098	100%		
November 24	4214	2671	4016	100%		
November 25	4180	2794	4240	100%		
November 26	4091	2825	4164	100%		
November 27	4136	2854	4290	100%		
November 28	4088	2732	4009	100%		
November 29	4189	2636	4318	100%		
November 30	4294	2667	4125	100%		

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## Online Channel

	AIS Bal	AIS Tra	PIS Single	Up		
December 1	4180	2794	4240	100%		
December 2	4200	2690	4098	100%		
December 3	4214	2771	4016	100%		
December 4	4180	2794	4240	100%		
December 5	4191	2825	4364	100%		
December 6	4136	2854	4390	100%		
December 7	4088	2732	4009	100%		
December 8	4189	2636	4318	100%		
December 9	4294	2718	4125	100%		
December 10	4180	2794	4240	100%		
December 11	4224	2673	4084	100%		
December 12	3972	2625	4424	100%		
December 13	4092	2822	4280	100%		
December 14	4146	2641	4178	100%		
December 15	4057	2516	4430	100%		
December 16	4136	2625	4176	100%		
December 17	3956	2526	4341	100%		
December 18	4248	2747	4360	100%		
December 19	4099	2714	4320	100%		
December 20	4171	2706	4345	100%		
December 21	4302	2725	4642	100%		
December 22	4278	2592	4326	100%		
December 23	4119	2653	4243	100%		
December 24	4108	2693	4454	100%		
December 25	4099	2653	4447	100%		
December 26	4221	2778	4414	100%		
December 27	4173	2759	4363	100%		
December 28	4261	2762	4443	100%		
December 29	4200	2718	4420	100%		
December 30	4060	2602	4174	100%		
December 31	4127	2692	4159	100%		

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## Mobile Channel (MyBank)

	AIS Bal	AIS Tra	PIS Single	Up		
October 1	2933	3342	4495	100%		
October 2	2937	3338	4493	100%		
October 3	2939	3351	4499	100%		
October 4	2910	3301	4482	100%		
October 5	2904	3297	4475	100%		
October 6	2930	3358	4493	100%		
October 7	2940	3329	4492	100%		
October 8	2943	3333	4494	100%		
October 9	2942	3334	4498	100%		
October 10	2907	3277	4475	100%		
October 11	2902	3271	4466	100%		
October 12	2934	3343	4497	100%		
October 13	2942	3333	4495	100%		
October 14	2894	3330	4447	100%		
October 15	2903	3334	4450	100%		
October 16	2875	3308	4444	100%		
October 17	2886	3318	4448	100%		
October 18	2942	3334	4452	100%		
October 19	2899	3339	4453	100%		
October 20	2896	3350	4457	100%		
October 21	2902	3350	4456	100%		
October 22	2901	3341	4456	100%		
October 23	2870	3333	4466	100%		
October 24	2892	3333	4448	100%		
October 25	2904	3363	4456	100%		
October 26	2903	3300	4460	100%		
October 27	2902	3354	4456	100%		
October 28	2901	3338	4450	100%		
October 29	2895	3322	4447	100%		
October 30	2902	3344	4459	100%		
October 31	2902	3344	4449	100%		

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## Mobile Channel (MyBank)

	AIS Bal	AIS Tra	PIS Single	Up		
November 1	2881	3320	4452	100%		
November 2	2902	3334	4448	100%		
November 3	2906	3349	4448	100%		
November 4	2906	3364	4471	100%		
November 5	2891	3343	4449	100%		
November 6	2862	3243	4461	100%		
November 7	2894	3308	4453	100%		
November 8	2893	3214	4449	100%		
November 9	2884	3309	4453	100%		
November 10	2933	3322	4505	100%		
November 11	2900	3334	4455	100%		
November 12	2884	3337	4466	100%		
November 13	2880	3305	4440	100%		
November 14	2906	3350	4457	100%		
November 15	2902	3353	4456	100%		
November 16	2897	3304	4466	100%		
November 17	2882	3308	4474	100%		
November 18	2886	3302	4444	100%		
November 19	2886	3300	4458	100%		
November 20	2933	3422	4531	100%		
November 21	2851	3293	4499	100%		
November 22	2884	3282	4445	100%		
November 23	2951	3347	4491	100%		
November 24	2926	3305	4483	100%		
November 25	2931	3297	4489	100%		
November 26	2901	3261	4467	100%		
November 27	2887	3255	4458	100%		
November 28	2888	3261	4456	100%		
November 29	2889	3243	4462	100%		
November 30	2928	3324	4482	100%		

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## Mobile Channel (MyBank)

	AIS Bal	AIS Tra	PIS Single	Up		
December 1	2897	3257	4465	100%		
December 2	2896	3259	4464	100%		
December 3	2926	3300	4485	100%		
December 4	3054	3317	4504	100%		
December 5	2926	3314	4479	100%		
December 6	2930	3309	4487	100%		
December 7	2930	3311	4487	100%		
December 8	2882	3308	4444	100%		
December 9	2967	3450	4483	100%		
December 10	3138	3319	4502	100%		
December 11	2901	3338	4450	100%		
December 12	2894	3330	4447	100%		
December 13	2903	3334	4450	100%		
December 14	2900	3304	4455	100%		
December 15	2904	3337	4456	100%		
December 16	2902	3346	4455	100%		
December 17	2889	3339	4471	100%		
December 18	2899	3329	4452	100%		
December 19	2905	3347	4458	100%		
December 20	2906	3350	4458	100%		
December 21	2902	3350	4456	100%		
December 22	2902	3343	4454	100%		
December 23	2952	3337	4503	100%		
December 24	2902	3350	4456	100%		
December 25	2901	3341	4456	100%		
December 26	2870	3333	4466	100%		
December 27	2892	3333	4448	100%		
December 28	2904	3363	4456	100%		
December 29	2907	3290	4479	100%		
December 30	2909	3297	4473	100%		
December 31	2930	3334	4488	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