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KPI & Statistics

Dedicated Interface

	AIS Bal	AIS Tra	PIS Single	Up (AIS)	Up (PIS)	Up (PIIS)	ERROR_RATE
July 1,2025	586	623	968	100%	100%	100%	0.03
July 2,2025	571	603	931	100%	100%	100%	0.15
July 3,2025	584	614	1034	100%	100%	100%	0.02
July 4,2025	573	596	948	100%	100%	100%	0.02
July 5,2025	545	566	927	100%	100%	100%	0.00
July 6,2025	538	560	915	100%	100%	100%	0.00
July 7,2025	561	582	922	100%	100%	100%	0.01
July 8,2025	590	600	930	100%	100%	100%	0.01
July 9,2025	559	590	923	100%	100%	100%	0.01
July 10,2025	559	577	920	100%	100%	100%	0.00
July 11,2025	554	570	914	100%	100%	100%	0.01
July 12,2025	547	562	916	100%	100%	100%	0.00
July 13,2025	540	559	917	100%	100%	100%	0.00
July 14,2025	559	576	924	100%	100%	100%	0.01
July 15,2025	554	576	924	100%	100%	100%	0.01
July 16,2025	556	574	907	100%	100%	100%	0.00
July 17,2025	553	576	987	100%	100%	100%	0.01
July 18,2025	555	578	981	100%	100%	100%	0.00
July 19,2025	539	559	921	100%	100%	100%	0.00
July 20,2025	545	561	964	100%	100%	100%	0.00
July 21,2025	556	574	929	100%	100%	100%	0.01
July 22,2025	553	571	937	100%	100%	100%	0.00
July 23,2025	556	572	972	100%	100%	100%	0.01
July 24,2025	538	556	923	100%	100%	100%	0.12
July 25,2025	540	557	925	100%	100%	100%	0.01
July 26,2025	513	531	911	98%	98%	98%	0.01
July 27,2025	510	633	901	100%	100%	100%	0.00
July 28,2025	533	547	885	100%	100%	100%	0.01
July 29,2025	544	558	892	100%	100%	100%	0.01
July 30,2025	528	548	896	100%	100%	100%	0.01
July 31,2025	535	558	903	100%	100%	100%	0.01

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Dedicated Interface

	AIS Bal	AIS Tra	PIS Single	Up (AIS)	Up (PIS)	Up (PIIS)	ERROR_RATE
August 1,2025	876	559	908	100%	100%	100%	0.01
August 2,2025	517	536	885	100%	100%	100%	0.00
August 3,2025	515	540	918	100%	100%	100%	0.00
August 4,2025	531	553	915	100%	100%	100%	0.01
August 5,2025	525	548	909	100%	100%	100%	0.02
August 6,2025	523	547	912	100%	100%	100%	0.01
August 7,2025	519	545	901	100%	100%	100%	0.00
August 8,2025	533	554	909	100%	100%	100%	0.01
August 9,2025	622	558	902	100%	100%	100%	0.00
August 10,2025	525	546	923	100%	100%	100%	0.02
August 11,2025	554	573	913	100%	100%	100%	0.01
August 12,2025	556	576	928	100%	100%	100%	0.01
August 13,2025	586	595	987	100%	100%	100%	0.04
August 14,2025	572	584	1101	100%	100%	100%	0.01
August 15,2025	569	580	1042	100%	100%	100%	0.01
August 16,2025	562	573	1039	100%	100%	100%	0.07
August 17,2025	700	578	1046	100%	100%	100%	0.01
August 18,2025	571	579	1083	100%	100%	100%	0.01
August 19,2025	574	582	1058	100%	100%	100%	0.01
August 20,2025	572	575	1068	100%	100%	100%	0.02
August 21,2025	570	581	1061	100%	100%	100%	0.01
August 22,2025	572	588	1067	100%	100%	100%	0.01
August 23,2025	599	601	1201	100%	100%	100%	0.00
August 24,2025	580	590	1059	100%	100%	100%	0.01
August 25,2025	591	590	1082	100%	100%	100%	0.58
August 26,2025	596	597	1063	100%	100%	100%	0.01
August 27,2025	579	583	1053	100%	100%	100%	0.01
August 28,2025	598	699	1074	100%	100%	100%	0.01
August 29,2025	600	605	1078	100%	100%	100%	0.01
August 30,2025	593	602	1075	100%	100%	100%	0.01
August 31,2025	570	579	1091	100%	100%	100%	0.01

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	AIS Bal	AIS Tra	PIS Single	Up (AIS)	Up (PIS)	Up (PIIS)	ERROR_RATE
September 1,2025	595	596	1086	100%	100%	100%	0.01
September 2,2025	586	587	1114	96%	96%	96%	0.12
September 3,2025	592	595	1120	100%	100%	100%	0.01
September 4,2025	602	607	1109	100%	100%	100%	0.01
September 5,2025	588	616	1108	100%	100%	100%	0.03
September 6,2025	570	582	1106	100%	100%	100%	0.00
September 7,2025	578	588	1110	100%	100%	100%	0.01
September 8,2025	597	603	1081	98%	98%	98%	0.1
September 9,2025	590	594	1070	100%	100%	100%	0.02
September 10,2025	580	588	1057	97%	97%	97%	0.13
September 11,2025	582	586	1054	100%	100%	100%	0.1
September 12,2025	569	582	1002	100%	100%	100%	0.00
September 13,2025	564	579	1014	100%	100%	100%	0.00
September 14,2025	592	584	1081	100%	100%	100%	0.18
September 15,2025	798	576	1237	100%	100%	100%	0.01
September 16,2025	559	568	1052	100%	100%	100%	0.01
September 17,2025	571	575	1029	100%	100%	100%	0.02
September 18,2025	569	572	1010	100%	100%	100%	0.00
September 19,2025	573	575	1107	99%	99%	99%	0.01
September 20,2025	552	649	1619	100%	100%	100%	0.07
September 21,2025	562	601	1459	100%	100%	100%	0.05
September 22,2025	585	582	1019	100%	100%	100%	0.00
September 23,2025	574	574	1034	100%	100%	100%	0.00
September 24,2025	584	579	1055	100%	100%	100%	0.01
September 25,2025	592	587	1084	100%	100%	100%	0.01
September 26,2025	594	588	1109	100%	100%	100%	0.04
September 27,2025	572	573	1120	100%	100%	100%	0.00
September 28,2025	573	573	1111	100%	100%	100%	0.00
September 29,2025	599	591	1093	100%	100%	100%	0.01
September 30,2025	607	601	1109	100%	100%	100%	0.01

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Online Channel/Mobile Channel

	AIS Bal	AIS Tra	PIS Single	Up
July 1,2025	921	1978	1079	100%
July 2,2025	923	1033	1086	100%
July 3,2025	919	1042	1076	100%
July 4,2025	916	1030	1065	100%
July 5,2025	915	1020	1075	100%
July 6,2025	921	1047	1083	100%
July 7,2025	923	1220	1085	100%
July 8,2025	922	1158	1086	100%
July 9,2025	922	1080	1082	100%
July 10,2025	921	1054	1078	100%
July 11,2025	917	1027	1087	100%
July 12,2025	916	1021	1083	100%
July 13,2025	922	1072	1081	100%
July 14,2025	922	1059	1086	100%
July 15,2025	922	1046	1076	100%
July 16,2025	921	1054	1075	100%
July 17,2025	919	1083	1056	100%
July 18,2025	916	1044	1066	100%
July 19,2025	915	1068	1084	100%
July 20,2025	920	1063	1076	100%
July 21,2025	919	1041	1077	100%
July 22,2025	919	1048	1077	100%
July 23,2025	915	1058	1061	100%
July 24,2025	917	1073	1062	100%
July 25,2025	913	1063	1058	100%
July 26,2025	910	1024	1061	100%
July 27,2025	918	1041	1072	100%
July 28,2025	918	1042	1079	100%
July 29,2025	916	1036	1060	100%
July 30,2025	919	1049	1057	100%
July 31,2025	918	1032	1060	100%

The backend services for online banking and Mobile banking are same. Hence, the data for both the channels are identical

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Online Channel/Mobile Channel

	AIS Bal	AIS Tra	PIS Single	Up
August 1,2025	910	1038	1061	100%
August 2,2025	908	1068	1073	100%
August 3,2025	915	1052	1076	100%
August 4,2025	916	1041	1064	100%
August 5,2025	915	1026	1061	100%
August 6,2025	916	1024	1062	100%
August 7,2025	923	1031	1067	100%
August 8,2025	920	1046	1061	100%
August 9,2025	922	1045	1071	100%
August 10,2025	926	1051	1078	100%
August 11,2025	927	1054	1085	100%
August 12,2025	927	1022	1075	100%
August 13,2025	926	1003	1058	100%
August 14,2025	925	1003	1057	100%
August 15,2025	921	998	1060	100%
August 16,2025	920	995	1062	100%
August 17,2025	926	1006	1060	100%
August 18,2025	927	1008	1062	100%
August 19,2025	926	994	1062	100%
August 20,2025	926	998	1063	100%
August 21,2025	928	1002	1065	100%
August 22,2025	924	1001	1079	100%
August 23,2025	925	988	1053	100%
August 24,2025	930	991	1061	100%
August 25,2025	932	1004	1071	100%
August 26,2025	929	1005	1062	100%
August 27,2025	938	1021	1075	100%
August 28,2025	943	1016	1083	100%
August 29,2025	935	1012	1066	100%
August 30,2025	923	992	1064	100%
August 31,2025	934	1003	1091	100%

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Online Channel/MobileChannel

	AIS Bal	AIS Tra	PIS Single	Up
September 1,2025	932	1005	1081	100%
September 2,2025	935	1012	1081	100%
September 3,2025	940	1018	1072	100%
September 4,2025	935	1011	1067	100%
September 5,2025	924	1001	1057	100%
September 6,2025	924	1003	1063	100%
September 7,2025	934	1014	1069	100%
September 8,2025	932	1003	1069	100%
September 9,2025	927	991	1053	100%
September 10,2025	928	990	1051	100%
September 11,2025	929	993	1051	100%
September 12,2025	920	994	1047	100%
September 13,2025	921	1004	1054	100%
September 14,2025	929	1004	1056	100%
September 15,2025	926	997	1054	100%
September 16,2025	932	1006	1061	100%
September 17,2025	937	1015	1066	100%
September 18,2025	936	1021	1156	100%
September 19,2025	932	1022	1082	100%
September 20,2025	931	1012	1082	100%
September 21,2025	936	1015	1088	100%
September 22,2025	934	1001	1075	100%
September 23,2025	939	1019	1069	100%
September 24,2025	941	1022	1071	100%
September 25,2025	942	1019	1068	100%
September 26,2025	928	1008	1062	100%
September 27,2025	927	1003	1064	100%
September 28,2025	940	1017	1073	100%
September 29,2025	941	1024	1076	100%
September 30,2025	942	1010	1082	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 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