

Deutsche Bank

Payment Services Directive 2

DE | Deutsche Bank AG | DB

KPI & Statistics

Dedicated Interface

	AIS Bal	AIS Tra	PIS Single	Up (AIS)	Up (PIS)	Up (PIIS)	ERROR_RATE
October 1	1210	586	626	100%	100%	100%	0.00
October 2	1226	559	625	100%	100%	100%	0.00
October 3	1252	547	661	100%	100%	100%	0.00
October 4	1215	565	695	100%	100%	100%	0.00
October 5	1225	539	648	100%	100%	100%	0.00
October 6	1204	528	674	100%	100%	100%	0.00
October 7	1218	548	700	100%	100%	100%	0.00
October 8	1576	531	649	100%	100%	100%	0.00
October 9	1219	537	624	100%	100%	100%	0.01
October 10	1218	556	681	100%	100%	100%	0.01
October 11	1215	625	657	100%	100%	100%	0.01
October 12	1260	605	666	100%	100%	100%	0.01
October 13	1260	594	675	100%	100%	100%	0.00
October 14	1194	570	637	100%	100%	100%	0.01
October 15	1212	610	624	100%	100%	100%	0.00
October 16	1241	591	681	100%	100%	100%	0.01
October 17	1236	589	657	100%	100%	100%	0.00
October 18	1218	583	666	100%	100%	100%	0.00
October 19	1289	594	675	100%	100%	100%	0.01
October 20	1215	549	637	100%	100%	100%	0.01
October 21	1174	522	648	100%	100%	100%	0.00
October 22	1181	557	649	100%	100%	100%	0.00
October 23	1220	528	555	100%	100%	100%	0.00
October 24	1230	533	600	100%	100%	100%	0.13
October 25	1213	538	697	100%	100%	100%	0.04
October 26	1213	534	695	100%	100%	100%	0.20
October 27	1216	541	648	100%	100%	100%	0.01
October 28	1218	573	674	100%	100%	100%	0.08
October 29	2317	538	700	98%	98%	98%	0.40
October 30	1225	536	649	100%	100%	100%	0.00
October 31	1210	545	624	100%	100%	100%	0.01

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

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Dedicated Interface

	AIS Bal	AIS Tra	PIS Single	Up (AIS)	Up (PIS)	Up (PIIS)	ERROR_RATE
November 1	1202	546	752	100%	100%	100%	0.00
November 2	1213	555	660	100%	100%	100%	0.02
November 3	1223	561	691	100%	100%	100%	0.18
November 4	1181	564	777	100%	100%	100%	0.10
November 5	1206	612	762	100%	100%	100%	0.00
November 6	1231	565	688	100%	100%	100%	0.01
November 7	1230	557	630	100%	100%	100%	0.01
November 8	1231	567	630	100%	100%	100%	0.01
November 9	1229	574	769	100%	100%	100%	0.01
November 10	1223	555	789	100%	100%	100%	0.00
November 11	1214	572	639	100%	100%	100%	0.01
November 12	1215	596	780	100%	100%	100%	0.00
November 13	1239	567	690	100%	100%	100%	0.00
November 14	1254	569	692	100%	100%	100%	0.01
November 15	1258	570	785	100%	100%	100%	0.01
November 16	1240	582	735	100%	100%	100%	0.04
November 17	1221	578	688	100%	100%	100%	0.03
November 18	1221	602	630	100%	100%	100%	0.00
November 19	1249	636	692	100%	100%	100%	0.00
November 20	1268	615	639	100%	100%	100%	0.01
November 21	1479	711	780	100%	100%	100%	0.01
November 22	1875	606	690	100%	100%	100%	0.00
November 23	1262	603	692	100%	100%	100%	0.00
November 24	1267	609	785	100%	100%	100%	0.01
November 25	1258	620	735	97%	97%	97%	0.50
November 26	1276	671	688	100%	100%	100%	0.02
November 27	1288	633	630	100%	100%	100%	0.00
November 28	1305	640	630	100%	100%	100%	0.01
November 29	1310	644	769	100%	100%	100%	0.00
November 30	1316	652	789	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
December 1	1316	658	754	100%	100%	100%	0.01
December 2	1299	673	765	100%	100%	100%	0.01
December 3	1396	755	742	99%	99%	99%	0.20
December 4	1302	646	680	100%	100%	100%	0.01
December 5	1331	670	797	100%	100%	100%	0.01
December 6	1329	678	775	100%	100%	100%	0.01
December 7	1323	684	719	100%	100%	100%	0.01
December 8	1306	674	715	100%	100%	100%	0.00
December 9	2948	1901	694	100%	100%	100%	0.01
December 10	1335	1321	778	100%	100%	100%	0.01
December 11	1335	686	696	100%	100%	100%	0.01
December 12	1342	689	656	100%	100%	100%	0.02
December 13	1372	684	628	100%	100%	100%	0.00
December 14	1342	693	879	100%	100%	100%	0.01
December 15	1331	683	856	100%	100%	100%	0.01
December 16	1334	705	719	100%	100%	100%	0.00
December 17	1352	756	715	100%	100%	100%	0.01
December 18	1358	706	737	100%	100%	100%	0.01
December 19	1359	700	676	100%	100%	100%	0.01
December 20	1361	743	642	100%	100%	100%	0.01
December 21	1362	715	754	100%	100%	100%	0.00
December 22	1366	715	868	100%	100%	100%	0.00
December 23	1343	730	778	100%	100%	100%	0.00
December 24	1364	876	696	100%	100%	100%	0.01
December 25	1347	760	656	100%	100%	100%	0.01
December 26	2062	738	628	100%	100%	100%	0.01
December 27	1367	726	879	100%	100%	100%	0.00
December 28	1366	726	856	100%	100%	100%	0.01
December 29	1370	722	719	100%	100%	100%	0.00
December 30	1358	750	715	100%	100%	100%	0.01
December 31	1403	814	694	100%	100%	100%	0.01

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KPI & Statistics

Online Channel

	AIS Bal	AIS Tra	PIS Single	Up		
October 1	2336	2703	2914	100%		
October 2	2555	2988	3037	100%		
October 3	2371	2650	2932	100%		
October 4	2542	2955	2997	100%		
October 5	2403	2778	2970	100%		
October 6	2388	2774	2948	100%		
October 7	2349	2757	2960	100%		
October 8	2388	2747	2906	100%		
October 9	2482	2849	2999	100%		
October 10	2403	2738	2967	100%		
October 11	2429	2741	2972	100%		
October 12	2429	2768	2974	100%		
October 13	2399	2747	2960	100%		
October 14	2358	2693	3005	100%		
October 15	2361	2740	2912	100%		
October 16	2384	2733	2969	100%		
October 17	2442	2863	2977	100%		
October 18	2471	2904	2976	100%		
October 19	2527	2709	2982	100%		
October 20	2449	2807	2966	100%		
October 21	2327	2652	2966	100%		
October 22	2327	2682	2907	100%		
October 23	2408	2761	2955	100%		
October 24	2372	2786	2973	100%		
October 25	2457	2864	2996	100%		
October 26	2656	3083	2999	100%		
October 27	2412	2756	2980	100%		
October 28	2410	2772	3001	100%		
October 29	2380	2812	2939	100%		
October 30	2628	3109	3086	99%		
October 31	2427	2748	2985	100%		

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Online Channel

	AIS Bal	AIS Tra	PIS Single	Up		
November 1	2407	2775	2977	100%		
November 2	2438	2888	2990	100%		
November 3	2394	2786	2965	100%		
November 4	2642	2768	3046	100%		
November 5	2214	2518	2914	100%		
November 6	2355	2713	2986	100%		
November 7	2368	2724	2972	100%		
November 8	2351	2686	2956	100%		
November 9	2383	2729	2955	100%		
November 10	2588	3065	2996	100%		
November 11	2348	2665	2961	100%		
November 12	2357	2694	2909	100%		
November 13	2416	2893	2970	100%		
November 14	2408	2826	2975	100%		
November 15	2622	2885	2994	100%		
November 16	2372	2725	2962	100%		
November 17	2393	2715	2962	100%		
November 18	2337	2556	2973	100%		
November 19	2319	2606	2908	100%		
November 20	2478	2925	2992	100%		
November 21	2450	2828	2985	100%		
November 22	2385	2795	2957	100%		
November 23	2435	2877	2979	100%		
November 24	2635	3027	3006	100%		
November 25	2362	2735	3081	100%		
November 26	2363	2803	2920	100%		
November 27	2524	2919	3020	100%		
November 28	2614	3034	3046	100%		
November 29	2411	2674	2999	100%		
November 30	2739	3174	3067	100%		

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Online Channel

	AIS Bal	AIS Tra	PIS Single	Up		
December 1	2592	3035	3016	100%		
December 2	2800	3067	3039	100%		
December 3	2309	2437	2914	100%		
December 4	2478	2770	3001	100%		
December 5	2440	2749	2990	100%		
December 6	2436	2809	2960	100%		
December 7	2627	3007	2999	100%		
December 8	2399	2689	2946	100%		
December 9	2350	2659	2957	100%		
December 10	2380	2808	2906	100%		
December 11	2523	2979	3000	100%		
December 12	2461	2848	3000	100%		
December 13	2423	2790	2962	100%		
December 14	2486	2760	2960	100%		
December 15	2533	2830	2971	100%		
December 16	2390	2656	2994	100%		
December 17	2340	2748	2910	100%		
December 18	2541	2892	2990	100%		
December 19	2446	2793	2984	100%		
December 20	2485	2904	2976	100%		
December 21	2526	2866	2978	100%		
December 22	2416	2717	2963	100%		
December 23	2400	2729	3003	100%		
December 24	2478	2841	2910	100%		
December 25	2438	2803	2905	100%		
December 26	2385	2747	2919	100%		
December 27	2497	2843	3017	100%		
December 28	2650	3075	3031	100%		
December 29	2591	2988	3044	100%		
December 30	2402	2678	3004	100%		
December 31	2352	2734	2914	100%		

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Mobile Channel

	AIS Bal	AIS Tra	PIS Single	Up		
October 1	2758	2864	1524	100%		
October 2	2875	2919	1641	100%		
October 3	2991	2855	1567	100%		
October 4	2816	2874	1604	100%		
October 5	2807	2857	1591	100%		
October 6	2814	2856	1573	100%		
October 7	2806	2835	1594	100%		
October 8	2811	2849	1535	100%		
October 9	2823	2873	1614	100%		
October 10	2861	2866	1597	100%		
October 11	2978	2878	1605	100%		
October 12	2830	2877	1623	100%		
October 13	2819	2983	1600	100%		
October 14	2810	2851	1633	100%		
October 15	2818	2841	1545	100%		
October 16	2824	2881	1604	100%		
October 17	2814	2879	1597	100%		
October 18	2813	2871	1589	100%		
October 19	2922	2868	1581	100%		
October 20	2812	2865	1579	100%		
October 21	2820	2849	1603	100%		
October 22	2812	2825	1527	100%		
October 23	2713	2864	2366	100%		
October 24	2818	2873	1601	100%		
October 25	2826	2858	1587	100%		
October 26	2824	2854	1568	100%		
October 27	2808	2857	1609	100%		
October 28	3417	2842	1614	100%		
October 29	2813	2920	1559	100%		
October 30	2929	3017	1694	99%		
October 31	2813	2876	1593	100%		

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Mobile Channel

	AIS Bal	AIS Tra	PIS Single	Up		
November 1	2809	2871	1590	100%		
November 2	2885	2876	1610	100%		
November 3	2847	2849	1585	100%		
November 4	2798	2863	1632	100%		
November 5	2802	2822	1529	100%		
November 6	2980	2915	1591	100%		
November 7	2818	2863	1588	100%		
November 8	2843	2857	1586	100%		
November 9	2847	2853	1588	100%		
November 10	2867	2849	1571	100%		
November 11	2801	2828	1568	100%		
November 12	2802	2812	1516	100%		
November 13	2881	2862	1587	100%		
November 14	2886	2864	1584	100%		
November 15	2857	2895	1577	100%		
November 16	2824	2908	1575	100%		
November 17	2836	2843	1565	100%		
November 18	2803	2824	1573	100%		
November 19	2808	2807	1521	100%		
November 20	2899	2859	1578	100%		
November 21	2835	2856	1596	100%		
November 22	2820	2855	1556	100%		
November 23	2807	2846	1583	100%		
November 24	2811	2842	1572	100%		
November 25	2798	2836	1606	100%		
November 26	2794	2832	1523	100%		
November 27	2833	2994	1637	100%		
November 28	2800	2903	1642	100%		
November 29	2870	2893	1618	100%		
November 30	2898	2976	1662	100%		

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Mobile Channel

	AIS Bal	AIS Tra	PIS Single	Up		
December 1	2875	2897	1621	100%		
December 2	2780	2850	1613	100%		
December 3	2792	2812	1529	100%		
December 4	2971	2896	1614	100%		
December 5	2888	2874	1609	100%		
December 6	2923	2861	1583	100%		
December 7	2877	2987	1587	100%		
December 8	2875	2849	1571	100%		
December 9	2815	2829	1570	100%		
December 10	2804	2812	1518	100%		
December 11	2961	2887	1582	100%		
December 12	2848	2872	1606	100%		
December 13	2867	2860	1582	100%		
December 14	3125	2868	1582	100%		
December 15	3027	2867	1579	100%		
December 16	2817	2849	1624	100%		
December 17	2811	2822	1557	100%		
December 18	2936	2882	1616	100%		
December 19	2878	2881	1630	100%		
December 20	2912	2871	1593	100%		
December 21	2838	2874	1594	100%		
December 22	2956	2912	1602	100%		
December 23	2810	2854	1614	100%		
December 24	2816	2843	1533	100%		
December 25	2799	2820	1533	100%		
December 26	2799	2823	1553	100%		
December 27	2855	2912	1638	100%		
December 28	2881	2925	1636	100%		
December 29	2865	2957	1653	100%		
December 30	2804	2868	1634	100%		
December 31	2825	2825	1546	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: 1794 ms AIS

Tra: 1949 ms PIS

Single: 2738 ms

Mobile Channel AIS

Bal: 2684 ms AIS

Tra: 2717 ms PIS

Single: 1404 ms