

Deutsche Bank

Payment Services Directive 2

DE | norisbank GmbH | Noris

KPI &
Statistics

Dedicated Interface

	AIS Bal	AIS Tra	PIS Single	Up (AIS)	Up (PIS)	Up (PIIS)	Error Rate
October 1, 2024	1227	474	647	100%	100%	100%	0.00
October 2, 2024	1211	466	581	100%	100%	100%	0.01
October 3, 2024	1186	452	524	100%	100%	100%	0.00
October 4, 2024	1198	463	554	100%	100%	100%	0.01
October 5, 2024	1184	463	537	100%	100%	100%	0.03
October 6, 2024	1184	461	538	100%	100%	100%	0.07
October 7, 2024	1206	468	606	100%	100%	100%	0.03
October 8, 2024	1225	468	580	100%	100%	100%	0.02
October 9, 2024	1209	464	567	100%	100%	100%	0.01
October 10, 2024	1230	471	575	100%	100%	100%	0.02
October 11, 2024	1222	475	570	100%	100%	100%	0.01
October 12, 2024	1217	468	515	97%	97%	97%	1.91
October 13, 2024	1216	458	516	100%	100%	100%	0.01
October 14, 2024	1255	471	569	100%	100%	100%	0.00
October 15, 2024	1254	455	557	100%	100%	100%	0.00
October 16, 2024	1239	474	601	100%	100%	100%	0.01
October 17, 2024	1248	481	603	100%	100%	100%	0.01
October 18, 2024	1245	477	550	100%	100%	100%	0.01
October 19, 2024	1304	503	599	100%	100%	100%	0.01
October 20, 2024	1228	471	534	100%	100%	100%	0.00
October 21, 2024	1254	474	588	100%	100%	100%	0.00
October 22, 2024	1245	495	621	100%	100%	100%	0.00
October 23, 2024	1222	463	567	100%	100%	100%	0.01
October 24, 2024	1232	468	568	100%	100%	100%	0.01
October 25, 2024	1237	454	557	100%	100%	100%	0.01
October 26, 2024	1220	472	554	96%	96%	96%	2.38
October 27, 2024	1203	461	481	98%	98%	98%	0.89
October 28, 2024	1232	471	605	100%	100%	100%	0.01
October 29, 2024	1251	489	607	100%	100%	100%	0.20
October 30, 2024	1224	459	586	100%	100%	100%	0.00
October 31, 2024	1223	477	545	100%	100%	100%	0.03

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

Find more information on our KPIs here: <https://www.deutsche-bank.de/pk/lp/xs2a/psd2-statistics.standalone.html>

KPI & Statistics

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Dedicated Interface

	AIS Bal	AIS Tra	PIS Single	Up (AIS)	Up (PIS)	Up (PIIS)	Error Rate
November 1, 2024	1200	459	533	100%	100%	100%	0.01
November 2, 2024	1197	456	547	100%	100%	100%	0.00
November 3, 2024	2304	517	526	100%	99%	100%	0.68
November 4, 2024	1220	471	574	100%	100%	100%	0.04
November 5, 2024	1230	464	569	100%	100%	100%	0.00
November 6, 2024	1215	470	544	100%	100%	100%	0.01
November 7, 2024	1224	473	551	100%	100%	100%	0.00
November 8, 2024	1210	450	563	100%	100%	100%	0.00
November 9, 2024	1193	454	528	100%	100%	100%	0.01
November 10, 2024	1199	460	537	100%	100%	100%	0.01
November 11, 2024	1216	451	563	100%	100%	100%	0.00
November 12, 2024	1222	454	566	100%	100%	100%	0.01
November 13, 2024	1226	466	544	100%	100%	100%	0.00
November 14, 2024	1227	448	554	100%	100%	100%	0.00
November 15, 2024	1221	443	565	100%	100%	100%	0.00
November 16, 2024	1207	444	517	100%	100%	100%	0.03
November 17, 2024	1205	454	495	100%	100%	100%	0.00
November 18, 2024	1255	470	566	100%	100%	100%	0.00
November 19, 2024	1228	457	553	100%	100%	100%	0.02
November 20, 2024	1217	461	510	100%	100%	100%	0.01
November 21, 2024	1229	439	556	100%	100%	100%	0.03
November 22, 2024	1208	442	544	100%	100%	100%	0.01
November 23, 2024	1203	444	541	100%	100%	100%	0.09
November 24, 2024	1197	442	508	100%	100%	100%	0.01
November 25, 2024	1215	444	585	100%	100%	100%	0.00
November 26, 2024	1215	452	575	100%	100%	100%	0.00
November 27, 2024	1206	463	580	100%	100%	100%	3.17
November 28, 2024	1119	465	581	100%	100%	100%	0.00
November 29, 2024	1120	476	612	100%	100%	100%	0.01
November 30, 2024	1114	464	551	100%	100%	100%	0.06

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Dedicated Interface

	AIS Bal	AIS Tra	PIS Single	Up (AIS)	Up (PIS)	Up (PIIS)	Error Rate
December 1, 2024	1111	468	532	100%	100%	100%	0.00
December 2, 2024	1149	502	651	100%	100%	100%	0.01
December 3, 2024	1142	488	566	100%	100%	100%	0.00
December 4, 2024	1016	475	563	100%	100%	100%	0.00
December 5, 2024	1079	471	597	100%	100%	100%	0.04
December 6, 2024	1001	465	580	100%	100%	100%	0.01
December 7, 2024	993	466	539	100%	100%	100%	0.19
December 8, 2024	975	472	522	100%	100%	100%	0.01
December 9, 2024	1016	466	750	100%	100%	100%	0.12
December 10, 2024	1004	454	550	100%	100%	100%	0.01
December 11, 2024	1004	454	554	100%	100%	100%	0.01
December 12, 2024	977	466	538	97%	97%	100%	2.83
December 13, 2024	978	455	539	100%	100%	100%	0.00
December 14, 2024	962	457	521	100%	100%	100%	0.00
December 15, 2024	964	468	525	100%	100%	100%	0.00
December 16, 2024	988	456	578	100%	100%	100%	0.00
December 17, 2024	989	451	572	100%	100%	100%	0.00
December 18, 2024	992	455	569	100%	100%	100%	0.00
December 19, 2024	992	473	548	100%	100%	100%	0.01
December 20, 2024	996	476	547	100%	100%	100%	0.08
December 21, 2024	966	444	521	100%	100%	100%	0.01
December 22, 2024	965	448	546	100%	100%	100%	0.02
December 23, 2024	992	457	647	100%	100%	100%	0.01
December 24, 2024	979	452	513	100%	100%	100%	0.01
December 25, 2024	964	447	508	100%	100%	100%	0.01
December 26, 2024	970	454	499	100%	100%	100%	0.00
December 27, 2024	1002	451	564	100%	100%	100%	0.01
December 28, 2024	980	438	523	100%	100%	100%	0.01
December 29, 2024	970	446	526	100%	100%	100%	0.00
December 30, 2024	994	452	665	100%	100%	100%	0.01
December 31, 2024	979	450	549	100%	100%	100%	0.01

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Online Channel

	AIS Bal	AIS Tra	PIS Single	Up
October 1, 2024	2638	2772	3080	100%
October 2, 2024	3477	3543	3014	100%
October 3, 2024	2597	2731	2945	100%
October 4, 2024	2463	2604	2972	100%
October 5, 2024	2377	2492	3010	100%
October 6, 2024	2448	2603	2922	100%
October 7, 2024	2466	2587	2998	100%
October 8, 2024	2426	2542	3013	100%
October 9, 2024	2538	2550	2999	100%
October 10, 2024	2762	2815	2989	100%
October 11, 2024	2395	2530	2965	100%
October 12, 2024	2436	2458	2841	100%
October 13, 2024	2380	2570	2916	100%
October 14, 2024	2464	2699	2975	100%
October 15, 2024	2419	2624	2986	100%
October 16, 2024	2442	2682	2967	100%
October 17, 2024	2534	2805	2943	100%
October 18, 2024	2365	2598	2957	100%
October 19, 2024	2364	2598	2910	100%
October 20, 2024	2373	2542	2924	100%
October 21, 2024	2428	2576	2980	100%
October 22, 2024	2455	2560	3003	100%
October 23, 2024	2481	2680	2813	100%
October 24, 2024	2435	2587	2971	100%
October 25, 2024	2412	2629	2867	100%
October 26, 2024	2448	2785	3017	100%
October 27, 2024	2353	2601	2932	100%
October 28, 2024	2516	2611	3041	100%
October 29, 2024	2692	2786	3076	100%
October 30, 2024	2699	2872	2874	100%
October 31, 2024	2431	2594	3001	100%

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Online Channel

	AIS Bal	AIS Tra	PIS Single	Up
November 1, 2024	2386	2581	2977	100%
November 2, 2024	2409	2557	3017	100%
November 3, 2024	2423	2586	2978	100%
November 4, 2024	2491	2786	3029	100%
November 5, 2024	2383	2667	2997	100%
November 6, 2024	2376	2596	2972	100%
November 7, 2024	2456	2660	2976	100%
November 8, 2024	2357	2632	2965	100%
November 9, 2024	2415	2628	2962	100%
November 10, 2024	2342	2603	2927	100%
November 11, 2024	2341	2574	3001	100%
November 12, 2024	2483	2644	2989	100%
November 13, 2024	2500	2675	2968	100%
November 14, 2024	2559	2723	2982	100%
November 15, 2024	2368	2514	2827	100%
November 16, 2024	2400	2720	2987	100%
November 17, 2024	2304	2603	2910	100%
November 18, 2024	2400	2561	2956	100%
November 19, 2024	2402	2562	2942	100%
November 20, 2024	2442	2635	2935	100%
November 21, 2024	2412	2482	2932	100%
November 22, 2024	2574	2769	2961	100%
November 23, 2024	2616	2686	2952	100%
November 24, 2024	2389	2444	2904	100%
November 25, 2024	2376	2502	2976	100%
November 26, 2024	2464	2615	2975	100%
November 27, 2024	2500	2600	2980	100%
November 28, 2024	2508	2579	2988	100%
November 29, 2024	2404	2582	3003	100%
November 30, 2024	2324	2489	2965	100%

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Online Channel

	AIS Bal	AIS Tra	PIS Single	Up
December 1, 2024	2354	2488	2992	100%
December 2, 2024	2615	2817	3042	100%
December 3, 2024	2461	2654	3003	100%
December 4, 2024	2455	2728	2966	100%
December 5, 2024	2420	2637	2965	100%
December 6, 2024	2785	2849	2978	100%
December 7, 2024	2503	2626	3020	100%
December 8, 2024	2435	2584	2903	100%
December 9, 2024	2473	2649	2943	100%
December 10, 2024	2510	2713	2931	100%
December 11, 2024	2463	2563	2924	100%
December 12, 2024	2454	2565	2930	100%
December 13, 2024	2350	2533	2914	100%
December 14, 2024	2373	2428	2958	100%
December 15, 2024	2502	2684	2909	100%
December 16, 2024	2390	2572	2928	100%
December 17, 2024	2431	2517	2946	100%
December 18, 2024	2384	2495	2932	100%
December 19, 2024	2396	2494	2931	100%
December 20, 2024	2507	2737	2946	100%
December 21, 2024	2408	2474	2977	100%
December 22, 2024	2310	2543	2916	100%
December 23, 2024	2409	2580	2933	100%
December 24, 2024	2372	2519	2907	100%
December 25, 2024	2374	2575	2897	100%
December 26, 2024	2502	2539	2898	100%
December 27, 2024	2396	2636	2929	100%
December 28, 2024	2403	2515	2937	100%
December 29, 2024	2385	2549	2905	100%
December 30, 2024	2406	2598	2948	100%
December 31, 2024	2414	2547	2925	100%

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Mobile Channel

	AIS Bal	AIS Tra	PIS Single	Up
October 1, 2024	2747	3023	1686	100%
October 2, 2024	2745	2961	1646	100%
October 3, 2024	2731	2870	1551	100%
October 4, 2024	2743	2882	1594	100%
October 5, 2024	2725	2874	1634	100%
October 6, 2024	2776	2853	1548	100%
October 7, 2024	2739	2905	1614	100%
October 8, 2024	2737	2905	1627	100%
October 9, 2024	2734	2909	1630	100%
October 10, 2024	2730	2806	1581	100%
October 11, 2024	2725	2875	1589	100%
October 12, 2024	2789	2852	1579	100%
October 13, 2024	2727	2836	1531	100%
October 14, 2024	2769	2898	1619	100%
October 15, 2024	2731	2810	1595	100%
October 16, 2024	2725	2875	1581	100%
October 17, 2024	2750	2867	1595	100%
October 18, 2024	2742	2865	1575	100%
October 19, 2024	2730	2883	1682	100%
October 20, 2024	2726	2856	1550	100%
October 21, 2024	2745	2890	1803	100%
October 22, 2024	2762	2897	1624	100%
October 23, 2024	2845	2861	1559	100%
October 24, 2024	2846	2871	2374	100%
October 25, 2024	2730	2876	2989	100%
October 26, 2024	2740	2866	1586	100%
October 27, 2024	2730	2905	1526	100%
October 28, 2024	2746	2956	1647	100%
October 29, 2024	2748	2965	1673	100%
October 30, 2024	2753	2965	1650	100%
October 31, 2024	2735	2895	1606	100%

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Mobile Channel

	AIS Bal	AIS Tra	PIS Single	Up
November 1, 2024	2757	2892	1582	100%
November 2, 2024	2727	2872	1623	100%
November 3, 2024	2730	2850	1575	100%
November 4, 2024	2740	2921	1616	100%
November 5, 2024	2731	2893	1591	100%
November 6, 2024	2772	2881	1574	100%
November 7, 2024	2732	2872	1591	100%
November 8, 2024	2741	2871	1586	100%
November 9, 2024	2731	2843	1575	100%
November 10, 2024	2745	2825	1542	100%
November 11, 2024	2763	2896	1618	100%
November 12, 2024	2742	2869	1598	100%
November 13, 2024	2823	2866	1570	100%
November 14, 2024	2940	2873	1599	100%
November 15, 2024	2737	2890	1606	100%
November 16, 2024	2733	2853	1581	100%
November 17, 2024	2731	2861	1532	100%
November 18, 2024	2741	2961	2255	100%
November 19, 2024	2737	2858	1564	100%
November 20, 2024	2745	2937	1547	100%
November 21, 2024	2737	2851	1997	100%
November 22, 2024	2771	2864	1571	100%
November 23, 2024	2729	2851	1576	100%
November 24, 2024	2737	2830	1530	100%
November 25, 2024	2999	2826	1604	100%
November 26, 2024	2755	2901	1608	100%
November 27, 2024	2749	2939	2303	100%
November 28, 2024	2902	2870	1615	100%
November 29, 2024	2754	2949	1620	100%
November 30, 2024	2729	2863	1589	100%

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KPI & Statistics

Mobile Channel

	AIS Bal	AIS Tra	PIS Single	Up
December 1, 2024	2732	2821	1553	100%
December 2, 2024	2800	2984	1638	100%
December 3, 2024	2768	2910	1623	100%
December 4, 2024	2760	2891	1577	100%
December 5, 2024	2761	2888	1600	100%
December 6, 2024	2921	2862	1584	100%
December 7, 2024	2745	2856	1600	100%
December 8, 2024	2933	2828	1527	100%
December 9, 2024	2921	2807	1550	100%
December 10, 2024	2774	2851	1539	100%
December 11, 2024	2743	2845	1542	100%
December 12, 2024	2733	2845	1539	100%
December 13, 2024	2771	2848	1781	100%
December 14, 2024	2726	2848	1585	100%
December 15, 2024	2728	2836	1541	100%
December 16, 2024	2752	2937	1539	100%
December 17, 2024	2739	2859	2248	100%
December 18, 2024	2732	2851	1555	100%
December 19, 2024	2844	2846	1554	100%
December 20, 2024	2736	2850	1556	100%
December 21, 2024	2726	2846	1603	100%
December 22, 2024	2729	2827	1536	100%
December 23, 2024	2742	2835	1552	100%
December 24, 2024	2731	2944	1527	100%
December 25, 2024	2725	2818	1517	100%
December 26, 2024	2725	2811	1512	100%
December 27, 2024	2925	2852	1548	100%
December 28, 2024	2727	2834	1557	100%
December 29, 2024	2730	2814	1523	100%
December 30, 2024	2735	2857	1540	100%
December 31, 2024	2727	2841	1540	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