

Access Interfaces - Key Performance Indicators
August 2024



Availability KPI						
Date	Dedicated Access - Token		Direct Access - Visa Spend Clarity	Dedicated Access - Token		Direct Access - Visa Spend Clarity
	Token Availability	Elavon Availability	Visa Spend Clarity Availability	Token Downtime	Elavon Downtime	Visa Spend Clarity Downtime
01/08/2024	100	100	99.97	0	0	0.03
02/08/2024	100	100	99.97	0	0	0.03
03/08/2024	100	100	99.97	0	0	0.03
04/08/2024	100	100	99.97	0	0	0.03
05/08/2024	100	100	99.97	0	0	0.03
06/08/2024	100	100	99.97	0	0	0.03
07/08/2024	100	100	99.97	0	0	0.03
08/08/2024	100	100	99.97	0	0	0.03
09/08/2024	100	100	99.97	0	0	0.03
10/08/2024	100	100	99.97	0	0	0.03
11/08/2024	100	100	99.97	0	0	0.03
12/08/2024	100	100	99.97	0	0	0.03
13/08/2024	100	100	99.97	0	0	0.03
14/08/2024	100	100	99.97	0	0	0.03
15/08/2024	100	100	99.97	0	0	0.03
16/08/2024	100	100	99.97	0	0	0.03
17/08/2024	100	100	99.97	0	0	0.03
18/08/2024	100	100	99.97	0	0	0.03
19/08/2024	100	100	99.97	0	0	0.03
20/08/2024	100	100	99.97	0	0	0.03
21/08/2024	100	100	99.97	0	0	0.03
22/08/2024	100	100	99.97	0	0	0.03
23/08/2024	100	100	99.97	0	0	0.03
24/08/2024	100	100	99.97	0	0	0.03
25/08/2024	100	100	99.97	0	0	0.03
26/08/2024	100	100	99.97	0	0	0.03
27/08/2024	100	100	99.97	0	0	0.03
28/08/2024	100	100	99.97	0	0	0.03
29/08/2024	100	100	99.97	0	0	0.03
30/08/2024	100	100	99.97	0	0	0.03
31/08/2024	100	100	99.97	0	0	0.03
Monthly Average	100.00	100.00	99.97	0.00	0.00	0.03

Performance KPI												
Date	Dedicated Access - Token										Direct Access - Visa Spend Clarity	
	TPP Type	Number of Requests	Number of Errors	Error Rate	Request Duration (ms) - AISP average end-to-end Transaction time						Response Time - AISP average end-to-end Transaction time	
					P50	P75	P90	P95	P99	P99.9		
01/08/2024	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
02/08/2024	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
03/08/2024	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
04/08/2024	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
05/08/2024	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
06/08/2024	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
07/08/2024	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
08/08/2024	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
09/08/2024	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
10/08/2024	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
11/08/2024	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
12/08/2024	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
13/08/2024	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
14/08/2024	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
15/08/2024	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
16/08/2024	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
17/08/2024	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
18/08/2024	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
19/08/2024	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
20/08/2024	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
21/08/2024	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
22/08/2024	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
23/08/2024	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
24/08/2024	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
25/08/2024	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
26/08/2024	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
27/08/2024	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
28/08/2024	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
29/08/2024	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
30/08/2024	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
31/08/2024	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
Monthly Average	N/A	N/A	N/A	0.00	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98

Service Level Targets								
Date	Problem Resolution				Problem Resolution			
	Dedicated Access - Token		Direct Access - Visa Spend Clarity		Dedicated Access - Token		Direct Access - Visa Spend Clarity	
	Number of Incidents - Critical	Resolution Time	Number of Incidents - Critical	Resolution Time	Number of Incident - High Priority	Resolution Time	Number of Incidents - High Priority	Resolution Time
01/08/2024	0	N/A	0	N/A	0	N/A	1	14 mins
02/08/2024	0	N/A	0	N/A	0	N/A	0	NA
03/08/2024	0	N/A	0	N/A	0	N/A	0	NA
04/08/2024	0	N/A	0	N/A	0	N/A	0	NA
05/08/2024	0	N/A	0	N/A	0	N/A	0	NA
06/08/2024	0	N/A	0	N/A	0	N/A	0	NA

Monthly Average	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
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