

Access Interfaces - Key Performance Indicators

July 2023



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						
01/07/2023	100	100	100	0	0	0						
02/07/2023	100	100	100	0	0	0						
03/07/2023	100	100	100	0	0	0						
04/07/2023	100	100	100	0	0	0						
05/07/2023	100	100	100	0	0	0						
06/07/2023	100	100	100	0	0	0						
07/07/2023	100	100	100	0	0	0						
08/07/2023	100	100	100	0	0	0						
09/07/2023	100	100	100	0	0	0						
10/07/2023	100	100	100	0	0	0						
11/07/2023	100	100	100	0	0	0						
12/07/2023	100	100	100	0	0	0						
13/07/2023	100	100	100	0	0	0						
14/07/2023	100	100	100	0	0	0						
15/07/2023	100	100	100	0	0	0						
16/07/2023	100	100	100	0	0	0						
17/07/2023	100	100	100	0	0	0						
18/07/2023	100	100	100	0	0	0						
19/07/2023	100	100	100	0	0	0						
20/07/2023	100	100	100	0	0	0						
21/07/2023	100	100	100	0	0	0						
22/07/2023	100	100	100	0	0	0						
23/07/2023	100	100	100	0	0	0						
24/07/2023	100	100	100	0	0	0						
25/07/2023	100	100	100	0	0	0						
26/07/2023	99.99	100	100	0.01	0	0						
27/07/2023	100	100	100	0	0	0						
28/07/2023	99.98	100	100	0.02	0	0						
29/07/2023	100	100	100	0	0	0						
30/07/2023	100	100	100	0	0	0						
31/07/2023	100	100	100	0	0	0						
Monthly Average	100.00	100.00	100.00	0.00	0.00	0.00						
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		
01/07/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99	
02/07/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99	
03/07/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99	
04/07/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99	
05/07/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99	
06/07/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99	
07/07/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99	
08/07/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99	
09/07/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99	
10/07/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99	
11/07/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99	
12/07/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99	
13/07/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99	
14/07/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99	
15/07/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99	
16/07/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99	
17/07/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99	
18/07/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99	
19/07/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99	
20/07/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99	
21/07/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99	
22/07/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99	
23/07/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99	
24/07/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99	
25/07/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99	
26/07/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99	
27/07/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99	
28/07/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99	
29/07/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99	
30/07/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99	
31/07/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99	
Monthly Average	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99	
Service Level Targets												
	Problem Resolution											
	Dedicated Access - Token		Direct Access - Visa Spend Clarity		Dedicated Access - Token		Direct Access - Visa Spend Clarity					

Date	Number of Incidents - Critical Priority	Resolution Time	Number of Incidents - Critical Priority	Resolution Time	Number of Incident - High Priority	Resolution Time	Number of Incidents - High Priority	Resolution Time		
01/07/2023	0	N/A	0	N/A	0	N/A	0	N/A		
02/07/2023	0	N/A	0	N/A	0	N/A	0	N/A		
03/07/2023	0	N/A	0	N/A	0	N/A	0	N/A		
04/07/2023	0	N/A	0	N/A	0	N/A	0	N/A		
05/07/2023	0	N/A	0	N/A	0	N/A	0	N/A		
06/07/2023	0	N/A	0	N/A	0	N/A	0	N/A		
07/07/2023	0	N/A	0	N/A	0	N/A	0	N/A		
08/07/2023	0	N/A	0	N/A	0	N/A	0	N/A		
09/07/2023	0	N/A	0	N/A	0	N/A	0	N/A		
10/07/2023	0	N/A	0	N/A	0	N/A	0	N/A		
11/07/2023	0	N/A	0	N/A	0	N/A	0	N/A		
12/07/2023	0	N/A	0	N/A	0	N/A	0	N/A		
13/07/2023	0	N/A	0	N/A	0	N/A	0	N/A		
14/07/2023	0	N/A	0	N/A	0	N/A	0	N/A		
15/07/2023	0	N/A	0	N/A	0	N/A	0	N/A		
16/07/2023	0	N/A	0	N/A	0	N/A	0	N/A		
17/07/2023	0	N/A	0	N/A	0	N/A	0	N/A		
18/07/2023	0	N/A	0	N/A	0	N/A	0	N/A		
19/07/2023	0	N/A	0	N/A	0	N/A	0	N/A		
20/07/2023	0	N/A	0	N/A	0	N/A	0	N/A		
21/07/2023	0	N/A	0	N/A	0	N/A	0	N/A		
22/07/2023	0	N/A	0	N/A	0	N/A	0	N/A		
23/07/2023	0	N/A	0	N/A	0	N/A	0	N/A		
24/07/2023	0	N/A	0	N/A	0	N/A	0	N/A		
25/07/2023	0	N/A	0	N/A	0	N/A	0	N/A		
26/07/2023	0	N/A	0	N/A	0	N/A	0	N/A		
27/07/2023	0	N/A	0	N/A	0	N/A	0	N/A		
28/07/2023	0	N/A	0	N/A	0	N/A	0	N/A		
29/07/2023	0	N/A	0	N/A	0	N/A	0	N/A		
30/07/2023	0	N/A	0	N/A	0	N/A	0	N/A		
31/07/2023	0	N/A	0	N/A	0	N/A	0	N/A		
Monthly Total	0	N/A	0	N/A	0	N/A	0	N/A		
Date	Dedicated Access - Token		Direct Access - Visa Spend Clarity		Dedicated Access - Token		Direct Access - Visa Spend Clarity			
	Number of Incidents - Medium Priority	Resolution Time	Number of Incidents - Medium Priority	Resolution Time	Number of Incidents - Low Priority	Resolution Time	Number of Incidents - Low Priority	Resolution Time		
01/07/2023	0	NA	0	NA	0	NA	0	NA		
02/07/2023	0	NA	0	NA	0	NA	0	NA		
03/07/2023	0	NA	0	NA	0	NA	0	NA		
04/07/2023	0	NA	0	NA	0	NA	0	NA		
05/07/2023	0	NA	0	NA	0	NA	0	NA		
06/07/2023	0	NA	0	NA	0	NA	0	NA		
07/07/2023	0	NA	0	NA	0	NA	0	NA		
08/07/2023	0	NA	0	NA	0	NA	0	NA		
09/07/2023	0	NA	0	NA	0	NA	0	NA		
10/07/2023	0	NA	0	NA	0	NA	0	NA		
11/07/2023	0	NA	0	NA	0	NA	0	NA		
12/07/2023	0	NA	0	NA	0	NA	0	NA		
13/07/2023	0	NA	0	NA	0	NA	0	NA		
14/07/2023	0	NA	0	NA	0	NA	0	NA		
15/07/2023	0	NA	0	NA	0	NA	0	NA		
16/07/2023	0	NA	0	NA	0	NA	0	NA		
17/07/2023	0	NA	0	NA	0	NA	0	NA		
18/07/2023	0	NA	0	NA	0	NA	0	NA		
19/07/2023	0	NA	0	NA	0	NA	0	NA		
20/07/2023	0	NA	0	NA	0	NA	0	NA		
21/07/2023	0	NA	0	NA	0	NA	0	NA		
22/07/2023	0	NA	0	NA	0	NA	0	NA		
23/07/2023	0	NA	0	NA	0	NA	0	NA		
24/07/2023	0	NA	0	NA	0	NA	0	NA		
25/07/2023	0	NA	0	NA	0	NA	0	NA		
26/07/2023	0	NA	0	NA	0	NA	0	NA		
27/07/2023	0	NA	0	NA	0	NA	0	NA		
28/07/2023	0	NA	0	NA	0	NA	0	NA		
29/07/2023	0	NA	0	NA	0	NA	0	NA		
30/07/2023	0	NA	0	NA	0	NA	0	NA		
31/07/2023	0	NA	0	NA	0	NA	0	NA		
Monthly Average	0	NA	0	NA	0	NA	0	NA		
Date	Out of Hours Support		Monitoring		Contingency Plans		Maintenance			
	Dedicated Access - Token	Direct Access - Visa Spend Clarity	Dedicated Access - Token	Direct Access - Visa Spend Clarity	Dedicated Access - Token	Direct Access - Visa Spend Clarity	Dedicated Access - Token	Direct Access - Visa Spend Clarity	Dedicated Access - Token	Direct Access - Visa Spend Clarity
	Technical Support Hours		Monitoring Support Hours		Contingency Plan Back Up Time		Maintenance Hours - Priority 1 and 2		Maintenance Hours - Priority 3 and 4	
01/07/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
02/07/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
03/07/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
04/07/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
05/07/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
06/07/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
07/07/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
08/07/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
09/07/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
10/07/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
11/07/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
12/07/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
13/07/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
14/07/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
15/07/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0

16/07/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
17/07/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
18/07/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
19/07/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
20/07/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
21/07/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
22/07/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
23/07/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
24/07/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
25/07/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
26/07/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
27/07/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
28/07/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
29/07/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
30/07/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
31/07/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
Monthly Average	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0