

Access Interfaces - Key Performance Indicators
May 2022



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
01/05/2022	100	100	99.8	0	0	0.2
02/05/2022	100	100	99.8	0	0	0.2
03/05/2022	100	100	99.8	0	0	0.2
04/05/2022	100	100	99.8	0	0	0.2
05/05/2022	100	100	99.8	0	0	0.2
06/05/2022	100	100	99.8	0	0	0.2
07/05/2022	100	100	99.8	0	0	0.2
08/05/2022	100	100	99.8	0	0	0.2
09/05/2022	100	100	99.8	0	0	0.2
10/05/2022	100	100	99.8	0	0	0.2
11/05/2022	100	100	99.8	0	0	0.2
12/05/2022	100	100	99.8	0	0	0.2
13/05/2022	100	100	99.8	0	0	0.2
14/05/2022	99.84	100	99.8	0.16	0	0.2
15/05/2022	100	100	99.8	0	0	0.2
16/05/2022	100	100	99.8	0	0	0.2
17/05/2022	100	100	99.8	0	0	0.2
18/05/2022	100	100	99.8	0	0	0.2
19/05/2022	100	100	99.8	0	0	0.2
20/05/2022	100	100	99.8	0	0	0.2
21/05/2022	100	100	99.8	0	0	0.2
22/05/2022	100	100	99.8	0	0	0.2
23/05/2022	100	100	99.8	0	0	0.2
24/05/2022	100	100	99.8	0	0	0.2
25/05/2022	100	100	99.8	0	0	0.2
26/05/2022	100	100	99.8	0	0	0.2
27/05/2022	100	100	99.8	0	0	0.2
28/05/2022	100	100	99.8	0	0	0.2
29/05/2022	100	100	99.8	0	0	0.2
30/05/2022	100	100	99.8	0	0	0.2
31/05/2022	99.98	100	99.8	0.02	0	0.2
Monthly Average	99.99	100.00	99.80	0.01	0.00	0.20

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		
01/05/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
02/05/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
03/05/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
04/05/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
05/05/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
06/05/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
07/05/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
08/05/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
09/05/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
10/05/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
11/05/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
12/05/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
13/05/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
14/05/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
15/05/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
16/05/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
17/05/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
18/05/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
19/05/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
20/05/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
21/05/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
22/05/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
23/05/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
24/05/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
25/05/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
26/05/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
27/05/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
28/05/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
29/05/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
30/05/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
31/05/2022	N/A	N/A	N/A	0.00%	N/A	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	N/A	0.99

Service Level Targets								
Date	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
01/05/2022	0	N/A	0	N/A	0	N/A	0	NA
02/05/2022	0	N/A	0	N/A	0	N/A	0	NA
03/05/2022	0	N/A	0	N/A	0	N/A	0	NA

04/05/2022	0	N/A	0	N/A	0	N/A	0	NA
05/05/2022	0	N/A	0	N/A	0	N/A	0	NA
06/05/2022	0	N/A	0	N/A	0	N/A	0	NA
07/05/2022	0	N/A	0	N/A	0	N/A	0	NA
08/05/2022	0	N/A	0	N/A	0	N/A	0	NA
09/05/2022	0	N/A	0	N/A	0	N/A	0	NA
10/05/2022	0	N/A	0	N/A	0	N/A	0	NA
11/05/2022	0	N/A	0	N/A	0	N/A	0	NA
12/05/2022	0	N/A	0	N/A	0	N/A	0	NA
13/05/2022	0	N/A	0	N/A	0	N/A	0	NA
14/05/2022	0	N/A	0	N/A	0	N/A	0	NA
15/05/2022	0	N/A	0	N/A	0	N/A	0	NA
16/05/2022	0	N/A	0	N/A	0	N/A	1	50
17/05/2022	0	N/A	0	N/A	0	N/A	0	N/A
18/05/2022	0	N/A	0	N/A	0	N/A	1	47
19/05/2022	0	N/A	0	N/A	0	N/A	0	N/A
20/05/2022	0	N/A	0	N/A	0	N/A	0	N/A
21/05/2022	0	N/A	0	N/A	0	N/A	0	N/A
22/05/2022	0	N/A	0	N/A	0	N/A	0	N/A
23/05/2022	0	N/A	0	N/A	0	N/A	0	N/A
24/05/2022	0	N/A	0	N/A	0	N/A	0	N/A
25/05/2022	0	N/A	0	N/A	0	N/A	0	N/A
26/05/2022	0	N/A	0	N/A	0	N/A	0	N/A
27/05/2022	0	N/A	0	N/A	0	N/A	0	N/A
28/05/2022	0	N/A	0	N/A	0	N/A	0	N/A
29/05/2022	0	N/A	0	N/A	0	N/A	0	N/A
30/05/2022	0	N/A	0	N/A	0	N/A	0	N/A
31/05/2022	0	N/A	0	N/A	0	N/A	0	N/A
Monthly Average	0.00	N/A	0.00	N/A	0.00	N/A	2	97

minutes
minutes

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
01/05/2022	0	NA	0	NA	0	NA	0	NA
02/05/2022	0	NA	0	NA	0	NA	0	NA
03/05/2022	0	NA	0	NA	0	NA	0	NA
04/05/2022	0	NA	0	NA	0	NA	0	NA
05/05/2022	0	NA	0	NA	0	NA	0	NA
06/05/2022	0	NA	0	NA	0	NA	0	NA
07/05/2022	0	NA	0	NA	0	NA	0	NA
08/05/2022	0	NA	0	NA	0	NA	0	NA
09/05/2022	0	NA	0	NA	0	NA	0	NA
10/05/2022	0	NA	0	NA	0	NA	0	NA
11/05/2022	0	NA	0	NA	0	NA	0	NA
12/05/2022	0	NA	0	NA	0	NA	0	NA
13/05/2022	0	NA	0	NA	0	NA	0	NA
14/05/2022	0	NA	0	NA	0	NA	0	NA
15/05/2022	0	NA	0	NA	0	NA	0	NA
16/05/2022	0	NA	0	NA	0	NA	0	NA
17/05/2022	0	NA	0	NA	0	NA	0	NA
18/05/2022	0	NA	0	NA	0	NA	0	NA
19/05/2022	0	NA	0	NA	0	NA	0	NA
20/05/2022	0	NA	0	NA	0	NA	0	NA
21/05/2022	0	NA	0	NA	0	NA	0	NA
22/05/2022	0	NA	0	NA	0	NA	0	NA
23/05/2022	0	NA	0	NA	0	NA	0	NA
24/05/2022	0	NA	0	NA	0	NA	0	NA
25/05/2022	0	NA	0	NA	0	NA	0	NA
26/05/2022	0	NA	0	NA	0	NA	0	NA
27/05/2022	0	NA	0	NA	0	NA	0	NA
28/05/2022	0	NA	0	NA	0	NA	0	NA
29/05/2022	0	NA	0	NA	0	NA	0	NA
30/05/2022	0	NA	0	NA	0	NA	0	NA
31/05/2022	0	NA	0	NA	0	NA	0	NA
Monthly Average	0.00	NA	0	NA	0.00	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	
01/05/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
02/05/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
03/05/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
04/05/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
05/05/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
06/05/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
07/05/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
08/05/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
09/05/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
10/05/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
11/05/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
12/05/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
13/05/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
14/05/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
15/05/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
16/05/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
17/05/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
18/05/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
19/05/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
20/05/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
21/05/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
22/05/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
23/05/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
24/05/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
25/05/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
26/05/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0

27/05/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
28/05/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
29/05/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
30/05/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
31/05/2022	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