

Access Interfaces - Key Performance Indicators
September 2021



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
01/09/2021	100	100	100	0	0	0
02/09/2021	100	100	100	0	0	0
03/09/2021	100	100	100	0	0	0
04/09/2021	100	100	100	0	0	0
05/09/2021	100	100	100	0	0	0
06/09/2021	100	100	100	0	0	0
07/09/2021	100	100	100	0	0	0
08/09/2021	100	100	100	0	0	0
09/09/2021	100	100	100	0	0	0
10/09/2021	100	100	100	0	0	0
11/09/2021	100	100	100	0	0	0
12/09/2021	100	100	100	0	0	0
13/09/2021	100	100	100	0	0	0
14/09/2021	100	100	100	0	0	0
15/09/2021	100	100	100	0	0	0
16/09/2021	100	100	100	0	0	0
17/09/2021	100	100	100	0	0	0
18/09/2021	100	100	100	0	0	0
19/09/2021	100	100	100	0	0	0
20/09/2021	100	100	100	0	0	0
21/09/2021	100	100	100	0	0	0
22/09/2021	100	100	100	0	0	0
23/09/2021	100	100	100	0	0	0
24/09/2021	100	100	100	0	0	0
25/09/2021	100	100	100	0	0	0
26/09/2021	99.99	100	100	0.01	0	0
27/09/2021	100	100	100	0	0	0
28/09/2021	100	100	100	0	0	0
29/09/2021	100	100	100	0	0	0
30/09/2021	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		
01/09/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
02/09/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
03/09/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
04/09/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
05/09/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
06/09/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
07/09/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
08/09/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
09/09/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
10/09/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
11/09/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
12/09/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
13/09/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
14/09/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
15/09/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
16/09/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
17/09/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
18/09/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
19/09/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
20/09/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
21/09/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
22/09/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
23/09/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
24/09/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
25/09/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
26/09/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
27/09/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
28/09/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
29/09/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
30/09/2021	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							
	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 Incidents - High Priority	Resolution Time	Number of Incidents - High Priority	Resolution Time
01/09/2021	0	N/A	0	N/A	0	N/A	0	N/A
02/09/2021	0	N/A	0	N/A	0	N/A	0	N/A

03/09/2021	0	N/A	0	N/A	0	N/A	0	N/A
04/09/2021	0	N/A	0	N/A	0	N/A	0	N/A
05/09/2021	0	N/A	0	N/A	0	N/A	0	N/A
06/09/2021	0	N/A	0	N/A	0	N/A	0	N/A
07/09/2021	0	N/A	0	N/A	0	N/A	0	N/A
08/09/2021	0	N/A	0	N/A	0	N/A	0	N/A
09/09/2021	0	N/A	0	N/A	0	N/A	0	N/A
10/09/2021	0	N/A	0	N/A	0	N/A	0	N/A
11/09/2021	0	N/A	0	N/A	0	N/A	0	N/A
12/09/2021	0	N/A	0	N/A	0	N/A	0	N/A
13/09/2021	0	N/A	0	N/A	0	N/A	0	N/A
14/09/2021	0	N/A	0	N/A	0	N/A	0	N/A
15/09/2021	0	N/A	0	N/A	0	N/A	0	N/A
16/09/2021	0	N/A	0	N/A	0	N/A	0	N/A
17/09/2021	0	N/A	0	N/A	0	N/A	0	N/A
18/09/2021	0	N/A	0	N/A	0	N/A	0	N/A
19/09/2021	0	N/A	0	N/A	0	N/A	0	N/A
20/09/2021	0	N/A	0	N/A	0	N/A	0	N/A
21/09/2021	0	N/A	0	N/A	0	N/A	0	N/A
22/09/2021	0	N/A	0	N/A	0	N/A	0	N/A
23/09/2021	0	N/A	0	N/A	0	N/A	0	N/A
24/09/2021	0	N/A	0	N/A	0	N/A	0	N/A
25/09/2021	0	N/A	0	N/A	0	N/A	0	N/A
26/09/2021	0	N/A	0	N/A	0	N/A	0	N/A
27/09/2021	0	N/A	0	N/A	0	N/A	0	N/A
28/09/2021	0	N/A	0	N/A	0	N/A	0	N/A
29/09/2021	0	N/A	0	N/A	0	N/A	0	N/A
30/09/2021	0	N/A	0	N/A	0	N/A	0	N/A
Monthly Average	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
01/09/2021	0	NA	0	NA	0	NA	0	NA
02/09/2021	0	NA	0	NA	0	NA	0	NA
03/09/2021	0	NA	0	NA	0	NA	0	NA
04/09/2021	0	NA	0	NA	0	NA	0	NA
05/09/2021	0	NA	0	NA	0	NA	0	NA
06/09/2021	0	NA	0	NA	0	NA	0	NA
07/09/2021	0	NA	0	NA	0	NA	0	NA
08/09/2021	0	NA	0	NA	0	NA	0	NA
09/09/2021	0	NA	0	NA	0	NA	0	NA
10/09/2021	0	NA	0	NA	0	NA	0	NA
11/09/2021	0	NA	0	NA	0	NA	0	NA
12/09/2021	0	NA	0	NA	0	NA	0	NA
13/09/2021	0	NA	0	NA	0	NA	0	NA
14/09/2021	0	NA	0	NA	0	NA	0	NA
15/09/2021	0	NA	0	NA	0	NA	0	NA
16/09/2021	0	NA	0	NA	0	NA	0	NA
17/09/2021	0	NA	0	NA	0	NA	0	NA
18/09/2021	0	NA	0	NA	0	NA	0	NA
19/09/2021	0	NA	0	NA	0	NA	0	NA
20/09/2021	0	NA	0	NA	0	NA	0	NA
21/09/2021	0	NA	0	NA	0	NA	0	NA
22/09/2021	0	NA	0	NA	0	NA	0	NA
23/09/2021	0	NA	0	NA	0	NA	0	NA
24/09/2021	0	NA	0	NA	0	NA	0	NA
25/09/2021	0	NA	0	NA	0	NA	0	NA
26/09/2021	0	NA	0	NA	0	NA	0	NA
27/09/2021	0	NA	0	NA	0	NA	0	NA
28/09/2021	0	NA	0	NA	0	NA	0	NA
29/09/2021	0	NA	0	NA	0	NA	0	NA
30/09/2021	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	
01/09/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
02/09/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
03/09/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
04/09/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
05/09/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
06/09/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
07/09/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
08/09/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
09/09/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
10/09/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
11/09/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
12/09/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
13/09/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
14/09/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
15/09/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
16/09/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
17/09/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
18/09/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
19/09/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
20/09/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
21/09/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
22/09/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
23/09/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0

24/09/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
25/09/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
26/09/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
27/09/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
28/09/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
29/09/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
30/09/2021	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
Monthly Average	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0