

Access Interfaces - Key Performance Indicators
August 2021



Date	Availability KPI					
	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
01/08/2021	100	100	99.9	0	0	0.1
02/08/2021	100	100	99.9	0	0	0.1
03/08/2021	100	100	99.9	0	0	0.1
04/08/2021	100	100	99.9	0	0	0.1
05/08/2021	100	100	99.9	0	0	0.1
06/08/2021	100	100	99.9	0	0	0.1
07/08/2021	100	100	99.9	0	0	0.1
08/08/2021	100	100	99.9	0	0	0.1
09/08/2021	100	100	99.9	0	0	0.1
10/08/2021	100	100	99.9	0	0	0.1
11/08/2021	100	100	99.9	0	0	0.1
12/08/2021	99.99	100	99.9	0.01	0	0.1
13/08/2021	100	100	99.9	0	0	0.1
14/08/2021	100	100	99.9	0	0	0.1
15/08/2021	100	100	99.9	0	0	0.1
16/08/2021	100	100	99.9	0	0	0.1
17/08/2021	99.99	100	99.9	0.01	0	0.1
18/08/2021	99.98	100	99.9	0.02	0	0.1
19/08/2021	100	100	99.9	0	0	0.1
20/08/2021	100	100	99.9	0	0	0.1
21/08/2021	99.96	100	99.9	0.04	0	0.1
22/08/2021	100	100	99.9	0	0	0.1
23/08/2021	100	100	99.9	0	0	0.1
24/08/2021	100	100	99.9	0	0	0.1
25/08/2021	100	100	99.9	0	0	0.1
26/08/2021	100	100	99.9	0	0	0.1
27/08/2021	100	100	99.9	0	0	0.1
28/08/2021	100	100	99.9	0	0	0.1
29/08/2021	100	100	99.9	0	0	0.1
30/08/2021	100	100	99.9	0	0	0.1
31/08/2021	100	100	99.9	0	0	0.1
Monthly Average	100.00	100.00	99.90	0.00	0.00	0.10

Date	Performance KPI										
	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		
01/08/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.98
02/08/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.98
03/08/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.98
04/08/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.98
05/08/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.98
06/08/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.98
07/08/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.98
08/08/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.98
09/08/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.98
10/08/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.98
11/08/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.98
12/08/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.98
13/08/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.98
14/08/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.98
15/08/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.98
16/08/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.98
17/08/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.98
18/08/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.98
19/08/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.98
20/08/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.98
21/08/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.98
22/08/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.98
23/08/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.98
24/08/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.98
25/08/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.98
26/08/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.98
27/08/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.98
28/08/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.98
29/08/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.98
30/08/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.98
31/08/2021	N/A	N/A	N/A	0.00%	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	0.98

Date	Service Level Targets							
	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	
01/08/2021	0	N/A	0	N/A	0	N/A	0	NA
02/08/2021	0	N/A	0	N/A	0	N/A	1	79 mins
03/08/2021	0	N/A	0	N/A	0	N/A	0	NA

04/08/2021	0	N/A	0	N/A	0	N/A	0	NA
05/08/2021	0	N/A	0	N/A	0	N/A	0	NA
06/08/2021	0	N/A	0	N/A	0	N/A	0	NA
07/08/2021	0	N/A	0	N/A	0	N/A	0	NA
08/08/2021	0	N/A	0	N/A	0	N/A	0	NA
09/08/2021	0	N/A	0	N/A	0	N/A	0	NA
10/08/2021	0	N/A	0	N/A	0	N/A	0	NA
11/08/2021	0	N/A	0	N/A	0	N/A	0	NA
12/08/2021	0	N/A	0	N/A	0	N/A	0	NA
13/08/2021	0	N/A	0	N/A	0	N/A	0	NA
14/08/2021	0	N/A	0	N/A	0	N/A	0	NA
15/08/2021	0	N/A	0	N/A	0	N/A	0	NA
16/08/2021	0	N/A	0	N/A	0	N/A	0	NA
17/08/2021	0	N/A	0	N/A	0	N/A	0	NA
18/08/2021	0	N/A	0	N/A	0	N/A	0	NA
19/08/2021	0	N/A	0	N/A	0	N/A	0	NA
20/08/2021	0	N/A	0	N/A	0	N/A	0	NA
21/08/2021	0	N/A	0	N/A	0	N/A	0	NA
22/08/2021	0	N/A	0	N/A	0	N/A	0	NA
23/08/2021	0	N/A	0	N/A	0	N/A	0	NA
24/08/2021	0	N/A	0	N/A	0	N/A	0	NA
25/08/2021	0	N/A	0	N/A	0	N/A	0	NA
26/08/2021	0	N/A	0	N/A	0	N/A	0	NA
27/08/2021	0	N/A	0	N/A	0	N/A	0	NA
28/08/2021	0	N/A	0	N/A	0	N/A	0	NA
29/08/2021	0	N/A	0	N/A	0	N/A	0	NA
30/08/2021	0	N/A	0	N/A	0	N/A	0	NA
31/08/2021	0	N/A	0	N/A	0	N/A	0	NA
Monthly Total	0.00	N/A	0.00	N/A	0.00	N/A	1	79 mins

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
01/08/2021	0	NA	0	NA	0	NA	0	NA
02/08/2021	0	NA	0	NA	0	NA	0	NA
03/08/2021	0	NA	0	NA	0	NA	0	NA
04/08/2021	0	NA	0	NA	0	NA	0	NA
05/08/2021	0	NA	0	NA	0	NA	0	NA
06/08/2021	0	NA	0	NA	0	NA	0	NA
07/08/2021	0	NA	0	NA	0	NA	0	NA
08/08/2021	0	NA	0	NA	0	NA	0	NA
09/08/2021	0	NA	0	NA	0	NA	0	NA
10/08/2021	0	NA	0	NA	0	NA	0	NA
11/08/2021	0	NA	0	NA	0	NA	0	NA
12/08/2021	0	NA	0	NA	0	NA	0	NA
13/08/2021	0	NA	0	NA	0	NA	0	NA
14/08/2021	0	NA	0	NA	0	NA	0	NA
15/08/2021	0	NA	0	NA	0	NA	0	NA
16/08/2021	0	NA	0	NA	0	NA	0	NA
17/08/2021	0	NA	0	NA	0	NA	0	NA
18/08/2021	0	NA	0	NA	0	NA	0	NA
19/08/2021	0	NA	0	NA	0	NA	0	NA
20/08/2021	0	NA	0	NA	0	NA	0	NA
21/08/2021	0	NA	0	NA	0	NA	0	NA
22/08/2021	0	NA	0	NA	0	NA	0	NA
23/08/2021	0	NA	0	NA	0	NA	0	NA
24/08/2021	0	NA	0	NA	0	NA	0	NA
25/08/2021	0	NA	0	NA	0	NA	0	NA
26/08/2021	0	NA	0	NA	0	NA	0	NA
27/08/2021	0	NA	0	NA	0	NA	0	NA
28/08/2021	0	NA	0	NA	0	NA	0	NA
29/08/2021	0	NA	0	NA	0	NA	0	NA
30/08/2021	0	NA	0	NA	0	NA	0	NA
31/08/2021	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	
01/08/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
02/08/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
03/08/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
04/08/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
05/08/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
06/08/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
07/08/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
08/08/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
09/08/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
10/08/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
11/08/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
12/08/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
13/08/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
14/08/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
15/08/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
16/08/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
17/08/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
18/08/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
19/08/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
20/08/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
21/08/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
22/08/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
23/08/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
24/08/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
25/08/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
26/08/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0

27/08/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
28/08/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
29/08/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
30/08/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
31/08/2021	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