

Access Interfaces - Key Performance Indicators

November 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
01/11/2021	100	100	99.96	0	0	0.04
02/11/2021	100	100	99.96	0	0	0.04
03/11/2021	100	100	99.96	0	0	0.04
04/11/2021	100	100	99.96	0	0	0.04
05/11/2021	100	100	99.96	0	0	0.04
06/11/2021	100	100	99.96	0	0	0.04
07/11/2021	100	100	99.96	0	0	0.04
08/11/2021	100	100	99.96	0	0	0.04
09/11/2021	100	100	99.96	0	0	0.04
10/11/2021	100	100	99.96	0	0	0.04
11/11/2021	100	100	99.96	0	0	0.04
12/11/2021	100	100	99.96	0	0	0.04
13/11/2021	100	100	99.96	0	0	0.04
14/11/2021	100	100	99.96	0	0	0.04
15/11/2021	100	100	99.96	0	0	0.04
16/11/2021	100	100	99.96	0	0	0.04
17/11/2021	100	100	99.96	0	0	0.04
18/11/2021	100	100	99.96	0	0	0.04
19/11/2021	100	100	99.96	0	0	0.04
20/11/2021	100	100	99.96	0	0	0.04
21/11/2021	100	100	99.96	0	0	0.04
22/11/2021	100	100	99.96	0	0	0.04
23/11/2021	100	100	99.96	0	0	0.04
24/11/2021	100	100	99.96	0	0	0.04
25/11/2021	100	100	99.96	0	0	0.04
26/11/2021	100	100	99.96	0	0	0.04
27/11/2021	100	100	99.96	0	0	0.04
28/11/2021	100	100	99.96	0	0	0.04
29/11/2021	100	100	99.96	0	0	0.04
30/11/2021	100	100	99.96	0	0	0.04
Monthly Average	100.00	100.00	99.96	0.00	0.00	0.04

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		
01/11/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
02/11/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
03/11/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
04/11/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
05/11/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
06/11/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
07/11/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
08/11/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
09/11/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
10/11/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
11/11/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
12/11/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
13/11/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
14/11/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
15/11/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
16/11/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
17/11/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
18/11/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
19/11/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
20/11/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
21/11/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
22/11/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
23/11/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
24/11/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
25/11/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
26/11/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
27/11/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
28/11/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
29/11/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
30/11/2021	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	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	
01/11/2021	0	N/A	0	N/A	0	N/A	0	NA
02/11/2021	0	N/A	0	N/A	0	N/A	0	NA
03/11/2021	0	N/A	0	N/A	0	N/A	0	NA
04/11/2021	0	N/A	0	N/A	0	N/A	0	NA
05/11/2021	0	N/A	0	N/A	0	N/A	0	NA
06/11/2021	0	N/A	0	N/A	0	N/A	0	NA
07/11/2021	0	N/A	0	N/A	0	N/A	0	NA
08/11/2021	0	N/A	0	N/A	0	N/A	0	NA
09/11/2021	0	N/A	1	18 mins	0	N/A	0	NA
10/11/2021	0	N/A	0	N/A	0	N/A	0	NA
11/11/2021	0	N/A	0	N/A	0	N/A	0	NA
12/11/2021	0	N/A	0	N/A	0	N/A	0	NA
13/11/2021	0	N/A	0	N/A	0	N/A	0	NA
14/11/2021	0	N/A	0	N/A	0	N/A	0	NA
15/11/2021	0	N/A	0	N/A	0	N/A	0	NA
16/11/2021	0	N/A	0	N/A	0	N/A	0	NA

17/11/2021	0	N/A	0	N/A	0	N/A	0	N/A
18/11/2021	0	N/A	0	N/A	0	N/A	0	N/A
19/11/2021	0	N/A	0	N/A	0	N/A	0	N/A
20/11/2021	0	N/A	0	N/A	0	N/A	0	N/A
21/11/2021	0	N/A	0	N/A	0	N/A	0	N/A
22/11/2021	0	N/A	0	N/A	0	N/A	0	N/A
23/11/2021	0	N/A	0	N/A	0	N/A	0	N/A
24/11/2021	0	N/A	0	N/A	0	N/A	0	N/A
25/11/2021	0	N/A	0	N/A	0	N/A	0	N/A
26/11/2021	0	N/A	0	N/A	0	N/A	0	N/A
27/11/2021	0	N/A	0	N/A	0	N/A	0	N/A
28/11/2021	0	N/A	0	N/A	0	N/A	0	N/A
29/11/2021	0	N/A	0	N/A	0	N/A	0	N/A
30/11/2021	0	N/A	0	N/A	0	N/A	0	N/A
Monthly Total	0.00	N/A	1.00	18 mins	0.00	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
01/11/2021	0	NA	0	NA	0	NA	0	NA
02/11/2021	0	NA	0	NA	0	NA	0	NA
03/11/2021	0	NA	0	NA	0	NA	0	NA
04/11/2021	0	NA	0	NA	0	NA	0	NA
05/11/2021	0	NA	0	NA	0	NA	0	NA
06/11/2021	0	NA	0	NA	0	NA	0	NA
07/11/2021	0	NA	0	NA	0	NA	0	NA
08/11/2021	0	NA	0	NA	0	NA	0	NA
09/11/2021	0	NA	0	NA	0	NA	0	NA
10/11/2021	0	NA	0	NA	0	NA	0	NA
11/11/2021	0	NA	0	NA	0	NA	0	NA
12/11/2021	0	NA	0	NA	0	NA	0	NA
13/11/2021	0	NA	0	NA	0	NA	0	NA
14/11/2021	0	NA	0	NA	0	NA	0	NA
15/11/2021	0	NA	0	NA	0	NA	0	NA
16/11/2021	0	NA	0	NA	0	NA	0	NA
17/11/2021	0	NA	0	NA	0	NA	0	NA
18/11/2021	0	NA	0	NA	0	NA	0	NA
19/11/2021	0	NA	0	NA	0	NA	0	NA
20/11/2021	0	NA	0	NA	0	NA	0	NA
21/11/2021	0	NA	0	NA	0	NA	0	NA
22/11/2021	0	NA	0	NA	0	NA	0	NA
23/11/2021	0	NA	0	NA	0	NA	0	NA
24/11/2021	0	NA	0	NA	0	NA	0	NA
25/11/2021	0	NA	0	NA	0	NA	0	NA
26/11/2021	0	NA	0	NA	0	NA	0	NA
27/11/2021	0	NA	0	NA	0	NA	0	NA
28/11/2021	0	NA	0	NA	0	NA	0	NA
29/11/2021	0	NA	0	NA	0	NA	0	NA
30/11/2021	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	
01/11/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
02/11/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
03/11/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
04/11/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
05/11/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
06/11/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
07/11/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
08/11/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
09/11/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
10/11/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
11/11/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
12/11/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
13/11/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
14/11/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
15/11/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
16/11/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
17/11/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
18/11/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
19/11/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
20/11/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
21/11/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
22/11/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
23/11/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
24/11/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
25/11/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
26/11/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
27/11/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
28/11/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
29/11/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
30/11/2021	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