

Access Interfaces - Key Performance Indicators

October 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
01/10/2023	100	100	99.19	0	0	0.81
02/10/2023	100	100	99.19	0	0	0.81
03/10/2023	100	100	99.19	0	0	0.81
04/10/2023	100	100	99.19	0	0	0.81
05/10/2023	100	100	99.19	0	0	0.81
06/10/2023	100	100	99.19	0	0	0.81
07/10/2023	100	100	99.19	0	0	0.81
08/10/2023	100	100	99.19	0	0	0.81
09/10/2023	100	100	99.19	0	0	0.81
10/10/2023	100	100	99.19	0	0	0.81
11/10/2023	100	100	99.19	0	0	0.81
12/10/2023	100	100	99.19	0	0	0.81
13/10/2023	100	100	99.19	0	0	0.81
14/10/2023	100	100	99.19	0	0	0.81
15/10/2023	100	100	99.19	0	0	0.81
16/10/2023	99.98	100	99.19	0.02	0	0.81
17/10/2023	100	100	99.19	0	0	0.81
18/10/2023	100	100	99.19	0	0	0.81
19/10/2023	100	100	99.19	0	0	0.81
20/10/2023	100	100	99.19	0	0	0.81
21/10/2023	100	100	99.19	0	0	0.81
22/10/2023	100	100	99.19	0	0	0.81
23/10/2023	100	100	99.19	0	0	0.81
24/10/2023	100	100	99.19	0	0	0.81
25/10/2023	100	100	99.19	0	0	0.81
26/10/2023	100	100	99.19	0	0	0.81
27/10/2023	100	100	99.19	0	0	0.81
28/10/2023	100	100	99.19	0	0	0.81
29/10/2023	100	100	99.19	0	0	0.81
30/10/2023	100	100	99.19	0	0	0.81
31/10/2023	100	100	99.19	0	0	0.81
Monthly Average	100.00	100.000	99.19	0.001	0.000	0.81

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		
01/10/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
02/10/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
03/10/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
04/10/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
05/10/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
06/10/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
07/10/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
08/10/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
09/10/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
10/10/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
11/10/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
12/10/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
13/10/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
14/10/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
15/10/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
16/10/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
17/10/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
18/10/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
19/10/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
20/10/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
21/10/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
22/10/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
23/10/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
24/10/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
25/10/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
26/10/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
27/10/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
28/10/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
29/10/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
30/10/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
31/10/2023	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 Priority	Resolution Time	Number of Incidents - Critical Priority	Resolution Time	Number of Incident - High Priority	Resolution Time	Number of Incidents - High Priority	Resolution Time
01/10/2023	0	N/A	0	N/A	0	N/A	0	N/A
02/10/2023	0	N/A	0	N/A	0	N/A	0	N/A
03/10/2023	0	N/A	0	N/A	0	N/A	0	N/A
04/10/2023	0	N/A	0	N/A	0	N/A	0	N/A
05/10/2023	0	N/A	0	N/A	0	N/A	0	N/A
06/10/2023	0	N/A	0	N/A	0	N/A	0	N/A
07/10/2023	0	N/A	0	N/A	0	N/A	0	N/A
08/10/2023	0	N/A	0	N/A	0	N/A	0	N/A
09/10/2023	0	N/A	0	N/A	0	N/A	0	N/A
10/10/2023	0	N/A	0	N/A	0	N/A	0	N/A
11/10/2023	0	N/A	0	N/A	0	N/A	0	N/A
12/10/2023	0	N/A	0	N/A	0	N/A	0	N/A
13/10/2023	0	N/A	0	N/A	0	N/A	0	N/A
14/10/2023	0	N/A	0	N/A	0	N/A	0	N/A
15/10/2023	0	N/A	0	N/A	0	N/A	0	N/A
16/10/2023	0	N/A	0	N/A	0	N/A	0	N/A
17/10/2023	0	N/A	0	N/A	0	N/A	0	N/A
18/10/2023	0	N/A	0	N/A	0	N/A	0	N/A
19/10/2023	0	N/A	0	N/A	0	N/A	0	N/A
20/10/2023	0	N/A	0	N/A	0	N/A	0	N/A

21/10/2023	0	N/A	0	N/A	0	N/A	0	N/A
22/10/2023	0	N/A	0	N/A	0	N/A	0	N/A
23/10/2023	0	N/A	0	N/A	0	N/A	0	N/A
24/10/2023	0	N/A	0	N/A	0	N/A	0	N/A
25/10/2023	0	N/A	0	N/A	0	N/A	0	N/A
26/10/2023	0	N/A	0	N/A	0	N/A	1	5 hours
27/10/2023	0	N/A	0	N/A	0	N/A	0	N/A
28/10/2023	0	N/A	0	N/A	0	N/A	0	N/A
29/10/2023	0	N/A	0	N/A	0	N/A	0	N/A
30/10/2023	0	N/A	0	N/A	0	N/A	0	N/A
31/10/2023	0	N/A	0	N/A	0	N/A	0	N/A
Monthly Total	0	N/A	0.00	N/A	0	N/A	1	5 hours

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
01/10/2023	0	NA	0	NA	0	NA	0	NA
02/10/2023	0	NA	0	NA	0	NA	0	NA
03/10/2023	0	NA	0	NA	0	NA	0	NA
04/10/2023	0	NA	0	NA	0	NA	0	NA
05/10/2023	0	NA	0	NA	0	NA	0	NA
06/10/2023	0	NA	0	NA	0	NA	0	NA
07/10/2023	0	NA	0	NA	0	NA	0	NA
08/10/2023	0	NA	0	NA	0	NA	0	NA
09/10/2023	0	NA	0	NA	0	NA	0	NA
10/10/2023	0	NA	0	NA	0	NA	0	NA
11/10/2023	0	NA	0	NA	0	NA	0	NA
12/10/2023	0	NA	0	NA	0	NA	0	NA
13/10/2023	0	NA	0	NA	0	NA	0	NA
14/10/2023	0	NA	0	NA	0	NA	0	NA
15/10/2023	0	NA	0	NA	0	NA	0	NA
16/10/2023	0	NA	0	NA	0	NA	0	NA
17/10/2023	0	NA	0	NA	0	NA	0	NA
18/10/2023	0	NA	0	NA	0	NA	0	NA
19/10/2023	0	NA	0	NA	0	NA	0	NA
20/10/2023	0	NA	0	NA	0	NA	0	NA
21/10/2023	0	NA	0	NA	0	NA	0	NA
22/10/2023	0	NA	0	NA	0	NA	0	NA
23/10/2023	0	NA	0	NA	0	NA	0	NA
24/10/2023	0	NA	0	NA	0	NA	0	NA
25/10/2023	0	NA	0	NA	0	NA	0	NA
26/10/2023	0	NA	0	NA	0	NA	0	NA
27/10/2023	0	NA	0	NA	0	NA	0	NA
28/10/2023	0	NA	0	NA	0	NA	0	NA
29/10/2023	0	NA	0	NA	0	NA	0	NA
30/10/2023	0	NA	0	NA	0	NA	0	NA
31/10/2023	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	
01/10/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
02/10/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
03/10/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
04/10/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
05/10/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
06/10/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
07/10/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
08/10/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
09/10/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
10/10/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
11/10/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
12/10/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
13/10/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
14/10/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
15/10/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
16/10/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
17/10/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
18/10/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
19/10/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
20/10/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
21/10/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
22/10/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
23/10/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
24/10/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
25/10/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
26/10/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
27/10/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
28/10/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
29/10/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
30/10/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
31/10/2023	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