

Access Interfaces - Key Performance Indicators

Q4 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	Visa Spend Clarity Availability	Token Downtime	Elavon Downtime	Visa Spend Clarity Downtime	Visa Spend Clarity Downtime		
Oct 2022 Average	100.00	100.00	99.78	99.78	0.00	0.00	0.22	0.22		
Nov 2022 Average	100.00	100.00	99.96	99.96	0.00	0.00	0.04	0.04		
Dec 2022 Average	100.00	100.00	100.00	100.00	0.00	0.00	0.00	0.00		
Q4 2022 Average	100.00	100.00	99.91	99.91	0.00	0.000	0.09	0.09		

  

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	
Oct 2022 Average	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	99.00%
Nov 2022 Average	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	99.00%
Dec 2022 Average	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	99.00%
Q4 2022 Average	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	99.00%

  

Service Level Targets										
Problem Resolution										
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		
Oct 2022 Total	0	N/A	2	18h 45m	0	N/A	0	N/A		
Nov 2022 Total	0	N/A	1	18 mins	0	N/A	0	N/A		
Dec 2022 Total	0	N/A	0	N/A	0	N/A	0	N/A		
Q4 2022 Total	0	N/A	3	19h 03mins	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		
Oct 2022 Total	0	NA	0	NA	0	NA	0	NA		
Nov 2022 Total	0	NA	0	NA	0	NA	0	NA		
Dec 2022 Total	0	NA	0	NA	0	NA	0	NA		
Q4 2022 Total	0	N/A	0	N/A	0	N/A	0	N/A		

  

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	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			
Oct 2022 Average	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0	24 Hours	0
Nov 2022 Average	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0	24 Hours	0
Dec 2022 Average	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0	24 Hours	0
Q4 2022 Average	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0	24 Hours	0