

Access Interfaces - Key Performance Indicators

Q4 2024



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					
Oct 2024 Average	100.00	100.00	100.00	0.00	0.00	0.00					
Nov 2024 Average	100.00	100.00	99.51	0.00	0.00	0.49					
Dec 2024 Average	100.00	100.00	100.00	0.00	0.00	0.00					
Q4 2024 Average	100.00	100.00	99.84	0.00	0.000	0.16					
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 2024 Average	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	98.00%
Nov 2024 Average	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	98.00%
Dec 2024 Average	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	98.00%
Q4 2024 Average	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	98.00%
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			
Oct 2024 Total	0	N/A	0	N/A	0	N/A	0	N/A			
Nov 2024 Total	0	N/A	0	N/A	0	N/A	1	6 hours			
Dec 2024 Total	0	N/A	0	N/A	0	N/A	0	N/A			
Q4 2024 Total	0	N/A	0	N/A	0	N/A	1	6 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			
Oct 2024 Total	0	NA	0	NA	0	NA	0	NA			
Nov 2024 Total	0	NA	0	NA	0	NA	0	NA			
Dec 2024 Total	0	NA	0	NA	0	NA	0	NA			
Q4 2024 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	
	Technical Support Hours		Monitoring Support Hours		Contingency Plan Back Up Time		Maintenance Hours - Priority 1 and 2		Maintenance Hours - Priority 3 and 4		
Oct 2024 Average	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0	
Nov 2024 Average	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0	
Dec 2024 Average	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0	
Q4 2024 Average	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0	