

Daily statistics on availability and performance of Insingergilissen's dedicated interface and its online payment channels

Period: 1-07-2020 / 30-09-2020

Note:
*InsingerGilissen does not envision to make any adaptations to the eBanking and mInsingergilissen interfaces and therefore is not able to identify when a third party provider logs into the Client's Insingergilissen bank account. As a consequence the daily average time per request for PIS and AIS cannot be calculated for these interfaces.
**The mobile application does not support third party provider access and therefore does not support AIS and PIS functionality.
***No statistics are available for column Error response rate, Daily average time per request - AIS, Daily average time per request - CAF, Daily average time per request - PIS (Scheduled) SEPA credit transfer, Daily average time per request - PIS periodic SEPA credit transfer, because the PSD2 API has not been used during this period.

| Reporting metric | Dedicated interface | | | | | | | | mInsingergilissen | | | | eBanking interface | | | | Mobile application | | | |
|------------------|---------------------|----------|---------------------|--------------------------------------|--------------------------------------|---|--|---------|-------------------|--|--|--------|--------------------|--|--|---------|--------------------|--|--|--|
| | Uptime | Downtime | Error response rate | Daily average time per request - AIS | Daily average time per request - CAF | Daily average time per request - PIS (Scheduled) SEPA credit transfer | Daily average time per request - PIS periodic SEPA credit transfer | Uptime | Downtime | Daily average time per request - AIS * | Daily average time per request - PIS * | Uptime | Downtime | Daily average time per request - AIS * | Daily average time per request - PIS * | Uptime | Downtime | Daily average time per request - AIS** | Daily average time per request - PIS** | |
| Average Q3 2020 | 99.36% | 0.64% | n/a*** | n/a*** | n/a*** | n/a*** | n/a*** | 100.00% | 0.00% | n/a* | n/a* | 99.36% | 0.64% | n/a* | n/a* | 100.00% | 0.00% | n/a** | n/a** | |
| 1-7-20 | 91.60% | 8.40% | n/a | n/a | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 91.60% | 8.40% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | | |
| 2-7-20 | 100.00% | 0.00% | n/a | n/a | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | | |
| 3-7-20 | 100.00% | 0.00% | n/a | n/a | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | | |
| 4-7-20 | 100.00% | 0.00% | n/a | n/a | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | | |
| 5-7-20 | 100.00% | 0.00% | n/a | n/a | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | | |
| 6-7-20 | 100.00% | 0.00% | n/a | n/a | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | | |
| 7-7-20 | 100.00% | 0.00% | n/a | n/a | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | | |
| 8-7-20 | 100.00% | 0.00% | n/a | n/a | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | | |
| 9-7-20 | 100.00% | 0.00% | n/a | n/a | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | | |
| 10-7-20 | 100.00% | 0.00% | n/a | n/a | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | | |
| 11-7-20 | 100.00% | 0.00% | n/a | n/a | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | | |
| 12-7-20 | 100.00% | 0.00% | n/a | n/a | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | | |
| 13-7-20 | 100.00% | 0.00% | n/a | n/a | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | | |
| 14-7-20 | 100.00% | 0.00% | n/a | n/a | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | | |
| 15-7-20 | 100.00% | 0.00% | n/a | n/a | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | | |
| 16-7-20 | 100.00% | 0.00% | n/a | n/a | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | | |
| 17-7-20 | 100.00% | 0.00% | n/a | n/a | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | | |
| 18-7-20 | 100.00% | 0.00% | n/a | n/a | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | | |
| 19-7-20 | 100.00% | 0.00% | n/a | n/a | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | | |
| 20-7-20 | 100.00% | 0.00% | n/a | n/a | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | | |
| 21-7-20 | 100.00% | 0.00% | n/a | n/a | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | | |
| 22-7-20 | 100.00% | 0.00% | n/a | n/a | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | | |
| 23-7-20 | 100.00% | 0.00% | n/a | n/a | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | | |
| 24-7-20 | 100.00% | 0.00% | n/a | n/a | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | | |
| 25-7-20 | 100.00% | 0.00% | n/a | n/a | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | | |
| 26-7-20 | 100.00% | 0.00% | n/a | n/a | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | | |
| 27-7-20 | 100.00% | 0.00% | n/a | n/a | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | | |
| 28-7-20 | 99.31% | 0.69% | n/a | n/a | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 99.31% | 0.69% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | | |
| 29-7-20 | 100.00% | 0.00% | n/a | n/a | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | | |
| 30-7-20 | 100.00% | 0.00% | n/a | n/a | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | | |
| 31-7-20 | 100.00% | 0.00% | n/a | n/a | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | | |
| 1-8-20 | 100.00% | 0.00% | n/a | n/a | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | | |
| 2-8-20 | 100.00% | 0.00% | n/a | n/a | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | | |
| 3-8-20 | 100.00% | 0.00% | n/a | n/a | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | | |
| 4-8-20 | 100.00% | 0.00% | n/a | n/a | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | | |
| 5-8-20 | 100.00% | 0.00% | n/a | n/a | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | | |
| 6-8-20 | 99.79% | 0.21% | n/a | n/a | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 99.79% | 0.21% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | | |
| 7-8-20 | 100.00% | 0.00% | n/a | n/a | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | | |
| 8-8-20 | 100.00% | 0.00% | n/a | n/a | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | | |
| 9-8-20 | 100.00% | 0.00% | n/a | n/a | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | | |
| 10-8-20 | 100.00% | 0.00% | n/a | n/a | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | | |
| 11-8-20 | 100.00% | 0.00% | n/a | n/a | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | | |
| 12-8-20 | 100.00% | 0.00% | n/a | n/a | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | | |
| 13-8-20 | 100.00% | 0.00% | n/a | n/a | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | | |
| 14-8-20 | 99.94% | 0.06% | n/a | n/a | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 99.94% | 0.06% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | | |
| 15-8-20 | 100.00% | 0.00% | n/a | n/a | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | | |
| 16-8-20 | 100.00% | 0.00% | n/a | n/a | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | | |
| 17-8-20 | 100.00% | 0.00% | n/a | n/a | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | | |
| 18-8-20 | 74.00% | 26.00% | n/a | n/a | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 74.00% | 26.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | | |
| 19-8-20 | 100.00% | 0.00% | n/a | n/a | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | | |
| 20-8-20 | 100.00% | 0.00% | n/a | n/a | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | | |
| 21-8-20 | 100.00% | 0.00% | n/a | n/a | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | | |
| 22-8-20 | 99.85% | 0.15% | n/a | n/a | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 99.85% | 0.15% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | | |
| 23-8-20 | 99.86% | 0.14% | n/a | n/a | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 99.86% | 0.14% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | | |
| 24-8-20 | 81.25% | 18.75% | n/a | n/a | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 81.25% | 18.75% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | | |
| 25-8-20 | 99.95% | 0.05% | n/a | n/a | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 99.95% | 0.05% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | | |
| 26-8-20 | 100.00% | 0.00% | n/a | n/a | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | | |
| 27-8-20 | 100.00% | 0.00% | n/a | n/a | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | | |
| 28-8-20 | 99.94% | 0.06% | n/a | n/a | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 99.94% | 0.06% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | | |
| 29-8-20 | 100.00% | 0.00% | n/a | n/a | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | | |
| 30-8-20 | 100.00% | 0.00% | n/a | n/a | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | | |
| 31-8-20 | 99.83% | 0.17% | n/a | n/a | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 99.83% | 0.17% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | | |
| 1-9-20 | 100.00% | 0.00% | n/a | n/a | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | | |
| 2-9-20 | 100.00% | 0.00% | n/a | n/a | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00% | n/a | n/a | | |
| 3-9-20 | 100.00% | 0.00% | n/a | n/a | n/a | n/a | 100.00% | 0.00% | n/a | n/a | 100.00% | 0.00 | | | | | | | | |