

PTSB

PSD2 Availability and Performance Report

1st April 2024 – 30th June 2024

19th July 2024

ptsb

Introduction

We are pleased to present our latest quarterly PSD2 Availability and Performance report covering the period from 1st April 2024 – 30th June 2024. This provides operational statistics for our Third Party Provider (TPP) dedicated channel and our Open24 online channel.


During this period the bank has provided service to a number of authorised TPPs who have registered application(s) on the bank's TPP dedicated channel. We continue to monitor service levels to compare TPP service with our existing channels and are committed to providing high quality service across all channels used by our customers.


If you have any comments or feedback, please contact us on 01-215-7369 from within the Republic of Ireland and +353 1-215-7369 from outside the Republic of Ireland.

Note: the Error Rate percentage for PSD2 relates to failed PSD2 transactions over a 24 hour period.


Note: Please see Appendix at the end of the document for further information on scheduled maintenance during the period.


April 2024

April 2024	TPP APIs V3.1				
					
	Availability Indicator		Performance Indicator		
	Uptime (%)	Downtime (%)	Average transaction response		Error Rate
PISP response (ms)			AISP response (ms)	%	
01/04/2024	100.00	0.00	839	825	0.23%
02/04/2024	100.00	0.00	838	868	0.26%
03/04/2024	100.00	0.00	859	868	0.22%
04/04/2024	100.00	0.00	866	869	0.22%
05/04/2024	100.00	0.00	868	881	0.22%
06/04/2024	100.00	0.00	884	870	0.21%
07/04/2024	100.00	0.00	885	857	0.21%
08/04/2024	100.00	0.00	887	911	0.21%
09/04/2024	100.00	0.00	871	887	0.23%
10/04/2024	100.00	0.00	877	894	0.35%
11/04/2024	100.00	0.00	864	881	0.22%
12/04/2024	100.00	0.00	848	861	0.22%
13/04/2024	100.00	0.00	852	847	0.20%
14/04/2024	100.00	0.00	878	863	0.23%
15/04/2024	100.00	0.00	907	933	0.39%
16/04/2024	100.00	0.00	862	978	0.21%
17/04/2024	100.00	0.00	888	965	0.22%
18/04/2024	100.00	0.00	892	923	0.21%
19/04/2024	91.67	8.33	885	917	4.51%
20/04/2024	88.75	11.25	889	871	0.23%
21/04/2024	100.00	0.00	890	868	0.22%
22/04/2024	100.00	0.00	884	888	0.23%
23/04/2024	100.00	0.00	906	891	0.25%
24/04/2024	100.00	0.00	892	894	0.25%
25/04/2024	100.00	0.00	886	936	0.23%
26/04/2024	100.00	0.00	881	901	0.47%
27/04/2024	100.00	0.00	892	890	0.23%
28/04/2024	100.00	0.00	919	884	0.22%
29/04/2024	100.00	0.00	897	936	0.23%
30/04/2024	100.00	0.00	905	945	0.24%


Open24.ie							
							
Availability Indicator		Performance Indicator					
Uptime (%)	Downtime (%)	Average transaction response					
		Open24 PISP response (ms)	Open24 AISP response (ms)	Business24 PISP response (ms)	Business24 AISP response (ms)	Online24 PISP response (ms)	Online24 AISP response (ms)
100.00	0.00	352	258	345	256	425	270
100.00	0.00	379	283	379	287	278	253
100.00	0.00	359	274	353	272	275	261
100.00	0.00	359	272	365	276	233	261
100.00	0.00	358	272	361	274	224	270
100.00	0.00	343	250	343	252	304	299
100.00	0.00	336	243	338	245	662	276
100.00	0.00	355	268	363	274	295	268
100.00	0.00	352	265	354	270	303	255
100.00	0.00	362	275	361	282	315	258
100.00	0.00	358	272	356	273	254	248
100.00	0.00	354	270	361	277	244	270
100.00	0.00	344	253	339	250	433	288
100.00	0.00	348	250	341	248	294	285
100.00	0.00	358	269	356	271	472	271
100.00	0.00	348	271	341	265	276	276
100.00	0.00	348	263	348	265	625	261
100.00	0.00	357	270	354	267	359	257
91.67	8.33	355	268	361	268	261	280
88.75	11.25	346	247	345	247	496	303
100.00	0.00	345	240	343	237	544	301
100.00	0.00	359	270	358	274	283	247
100.00	0.00	357	270	365	274	283	248
100.00	0.00	356	270	357	270	270	253
100.00	0.00	371	281	362	275	279	260
100.00	0.00	359	272	364	277	291	258
100.00	0.00	342	252	338	247	497	309
100.00	0.00	337	247	341	250	275	276
100.00	0.00	354	277	355	275	305	254
100.00	0.00	359	274	354	277	279	251


May 2024

May 2024	TPP APIs V3.1				
					
	Availability Indicator		Performance Indicator		
	Uptime (%)	Downtime (%)	Average transaction response		Error Rate
PISP response (ms)			AISP response (ms)	%	
01/05/2024	91.67	8.33	903	919	2.02%
02/05/2024	95.49	4.51	453	940	0.32%
03/05/2024	100.00	0.00	426	938	0.22%
04/05/2024	100.00	0.00	413	921	0.23%
05/05/2024	100.00	0.00	400	871	0.23%
06/05/2024	100.00	0.00	408	892	0.24%
07/05/2024	96.39	3.61	428	994	1.10%
08/05/2024	100.00	0.00	940	1,238	0.30%
09/05/2024	100.00	0.00	944	1,306	0.29%
10/05/2024	100.00	0.00	906	1,209	0.26%
11/05/2024	100.00	0.00	904	1,139	0.26%
12/05/2024	100.00	0.00	923	1,119	0.25%
13/05/2024	100.00	0.00	944	1,257	0.25%
14/05/2024	100.00	0.00	934	1,211	0.26%
15/05/2024	100.00	0.00	940	1,199	0.26%
16/05/2024	100.00	0.00	923	1,209	0.24%
17/05/2024	100.00	0.00	928	1,201	0.24%
18/05/2024	91.67	8.33	901	1,031	9.61%
19/05/2024	90.62	9.38	898	1,063	0.28%
20/05/2024	100.00	0.00	914	1,210	0.26%
21/05/2024	100.00	0.00	927	1,179	0.27%
22/05/2024	100.00	0.00	932	1,195	0.29%
23/05/2024	96.60	3.40	911	1,177	0.28%
24/05/2024	100.00	0.00	886	970	0.00%
25/05/2024	100.00	0.00	893	914	0.00%
26/05/2024	100.00	0.00	888	898	0.00%
27/05/2024	100.00	0.00	930	947	0.00%
28/05/2024	100.00	0.00	897	953	0.00%
29/05/2024	100.00	0.00	901	956	0.00%
30/05/2024	100.00	0.00	918	987	0.00%
31/05/2024	100.00	0.00	919	973	0.00%


Open24.ie							
							
Availability Indicator		Performance Indicator					
Uptime (%)	Downtime (%)	Average transaction response					
		Open24 PISP response (ms)	Open24 AISP response (ms)	Business24 PISP response (ms)	Business24 AISP response (ms)	Online24 PISP response (ms)	Online24 AISP response (ms)
91.67	8.33	355	272	354	273	277	254
95.49	4.51	388	283	375	278	251	252
100.00	0.00	353	268	356	272	351	270
100.00	0.00	343	252	339	247	329	277
100.00	0.00	334	240	333	241	294	284
100.00	0.00	347	254	344	252	273	276
96.39	3.61	366	276	363	278	261	271
100.00	0.00	349	257	356	260	240	243
100.00	0.00	385	310	356	266	275	249
100.00	0.00	367	259	349	261	266	236
100.00	0.00	335	243	331	237	275	252
100.00	0.00	342	239	342	238	274	227
100.00	0.00	363	264	360	265	263	240
100.00	0.00	355	261	361	261	344	244
100.00	0.00	362	268	374	273	252	233
100.00	0.00	353	261	345	257	266	242
100.00	0.00	345	258	347	260	396	254
91.67	8.33	340	247	336	241	385	256
90.62	9.38	335	231	329	231	316	243
100.00	0.00	347	254	346	256	318	267
100.00	0.00	342	254	341	253	263	241
100.00	0.00	366	255	342	255	281	257
96.60	3.40	347	260	346	258	280	249
100.00	0.00	369	273	361	271	270	275
100.00	0.00	349	262	340	249	283	299
100.00	0.00	337	244	338	245	493	294
100.00	0.00	353	269	355	270	240	276
100.00	0.00	359	271	373	277	271	268
100.00	0.00	352	262	347	263	232	255
100.00	0.00	362	273	359	271	273	272
100.00	0.00	363	277	364	275	275	282

June 2024

June 2024	TPP APIs V3.1				
					
	Availability Indicator		Performance Indicator		
	Uptime (%)	Downtime (%)	Average transaction response		Error Rate
PISP response (ms)			AISP response (ms)	%	
01/06/2024	100.00	0.00	895	941	0.00%
02/06/2024	100.00	0.00	878	911	0.00%
03/06/2024	100.00	0.00	867	892	0.00%
04/06/2024	100.00	0.00	913	1,018	0.00%
05/06/2024	100.00	0.00	914	951	0.00%
06/06/2024	92.15	7.85	936	962	0.00%
07/06/2024	100.00	0.00	899	958	0.00%
08/06/2024	100.00	0.00	917	909	0.00%
09/06/2024	100.00	0.00	916	909	0.00%
10/06/2024	100.00	0.00	920	966	0.00%
11/06/2024	100.00	0.00	911	932	0.00%
12/06/2024	100.00	0.00	913	930	0.00%
13/06/2024	99.10	0.90	892	986	0.09%
14/06/2024	100.00	0.00	852	885	0.00%
15/06/2024	100.00	0.00	856	839	0.00%
16/06/2024	100.00	0.00	857	823	0.00%
17/06/2024	100.00	0.00	879	893	0.00%
18/06/2024	100.00	0.00	914	893	0.00%
19/06/2024	100.00	0.00	865	914	0.00%
20/06/2024	100.00	0.00	857	890	0.00%
21/06/2024	91.67	8.33	862	841	0.03%
22/06/2024	98.40	1.60	982	1,076	0.05%
23/06/2024	100.00	0.00	921	1,026	0.00%
24/06/2024	100.00	0.00	963	1,100	0.00%
25/06/2024	100.00	0.00	930	1,132	0.00%
26/06/2024	100.00	0.00	947	1,107	0.00%
27/06/2024	100.00	0.00	943	1,365	0.00%
28/06/2024	100.00	0.00	931	1,263	0.00%
29/06/2024	100.00	0.00	912	1,055	0.00%
30/06/2024	100.00	0.00	917	1,045	0.00%

Open24.ie							
							
Availability Indicator		Performance Indicator					
Uptime (%)	Downtime (%)	Average transaction response					
		Open24 PISP response (ms)	Open24 AISP response (ms)	Business24 PISP response (ms)	Business24 AISP response (ms)	Online24 PISP response (ms)	Online24 AISP response (ms)
100.00	0.00	351	257	339	250	370	306
100.00	0.00	345	247	343	248	384	314
100.00	0.00	353	261	352	256	272	288
100.00	0.00	359	271	359	273	332	261
100.00	0.00	351	264	356	265	248	266
92.15	7.85	361	276	357	268	269	277
100.00	0.00	353	266	350	267	211	318
100.00	0.00	348	256	339	247	240	254
100.00	0.00	342	247	339	248	294	256
100.00	0.00	374	270	358	269	302	257
100.00	0.00	356	274	354	268	285	300
100.00	0.00	345	261	357	265	272	261
99.10	0.90	371	299	342	257	288	263
100.00	0.00	344	255	340	255	234	268
100.00	0.00	330	238	327	237	563	288
100.00	0.00	332	238	325	233	437	313
100.00	0.00	344	263	343	257	278	256
100.00	0.00	335	257	336	255	449	265
100.00	0.00	338	256	337	256	305	268
100.00	0.00	350	263	367	267	274	269
91.67	8.33	355	262	247	261	570	266
98.40	1.60	357	280	350	250	358	240
100.00	0.00	350	249	353	248	315	248
100.00	0.00	384	288	362	274	323	268
100.00	0.00	364	279	367	275	232	245
100.00	0.00	367	280	363	277	276	267
100.00	0.00	399	286	371	281	238	266
100.00	0.00	383	288	380	287	297	244
100.00	0.00	354	262	352	261	284	233
100.00	0.00	359	260	359	257	250	229

Appendix

			
ASPSP Downtime Details			
Date	Start Time	End Time	Duration (min)
19 th April 2024	22:00	00:00	120
20 th April 2024	00:00	02:42	162
01 st May 2024	22:00	00:00	120
02 nd May 2024	00:00	01:15	65
07 th May 2024	22:00	22:52	52
18 th May 2024	22:00	00:00	120
19 th May 2024	00:00	02:15	135
23 rd May 2024	22:00	22:49	49
06 th June 2024	22:00	23:53	113
21 st June 2024	22:00	00:00	120
22 nd June 2024	00:00	00:23	23