

KPI Report

Date	Uptime	Downtime	Dedicated Interface (COMBUTE API)										User Interface (GCHS Plus)					
			PESP Response (Real payment)		PESP Response (Cost payment status)		AASP Response		FCS	Error Rate	Uptime	Downtime	Payment Initiation Response		Account Inquiry Response			
			Single payment	Bulk payment	Single payment	Bulk payment	Reachable accounts	Balance					Single payment	Bulk payment	Balance	Transactions		
Calendar date based on JST	Shown in % 1 - Downtime	Shown in % Get downtime of API gateway from system monitoring log *Planned downtime (regular weekly maintenance window) is included.	Shown in milliseconds Calculate API response time by getting following information from system log: [Start] Receive POST request [End] Send response back	Same with left	Same with left	Same with left	Same with left	Same with left	Same with left	Same with left	Shown in milliseconds Calculate API response time by getting following information from system log: [Start] Receive POST request [End] Send true/false response	Shown in % 1 - Downtime	Shown in % Get downtime of GCHS Plus from system monitoring log *Planned downtime (regular weekly maintenance window) is included.	Shown in milliseconds Sum of below two figures obtained from system log: - Processing time of GCHS Plus - Internal network time	Same with left	Same with left	Same with left	
14 Sep 2019	91.67%	8.33%	8.33%	-	-	-	-	-	-	-	0%	91.67%	8.33%	148	196	129	182	
15 Sep 2019	0.00%	100.00%	100.00%	-	-	-	-	-	-	-	0%	100.00%	0.00%	1118	-	483	440	
16 Sep 2019	91.67%	8.33%	8.33%	-	-	-	-	-	-	-	0%	100.00%	0.00%	139	200	102	157	
17 Sep 2019	100.00%	0.00%	0.00%	-	-	-	-	-	-	-	0%	100.00%	0.00%	146	204	105	164	
18 Sep 2019	100.00%	0.00%	0.00%	-	-	-	-	-	-	-	0%	100.00%	0.00%	145	210	110	169	
19 Sep 2019	100.00%	0.00%	0.00%	-	-	-	-	-	-	-	0%	100.00%	0.00%	148	210	110	171	
20 Sep 2019	100.00%	0.00%	0.00%	-	-	-	-	-	-	-	0%	100.00%	0.00%	146	199	110	177	
21 Sep 2019	91.67%	8.33%	8.33%	-	-	-	-	-	-	-	0%	91.67%	8.33%	141	191	127	165	
22 Sep 2019	0.00%	100.00%	100.00%	-	-	-	-	-	-	-	0%	58.33%	41.67%	409	-	170	443	
23 Sep 2019	91.67%	8.33%	8.33%	-	-	-	-	-	-	-	0%	100.00%	0.00%	138	191	100	154	
24 Sep 2019	100.00%	0.00%	0.00%	-	-	-	-	-	-	-	0%	100.00%	0.00%	147	198	105	168	
25 Sep 2019	100.00%	0.00%	0.00%	-	-	-	-	-	-	-	0%	100.00%	0.00%	139	221	106	176	
26 Sep 2019	100.00%	0.00%	0.00%	-	-	-	-	-	-	-	0%	100.00%	0.00%	142	234	108	179	
27 Sep 2019	100.00%	0.00%	0.00%	-	-	-	-	-	-	-	0%	100.00%	0.00%	142	252	116	182	
28 Sep 2019	91.67%	8.33%	8.33%	-	-	-	-	-	-	-	0%	100.00%	0.00%	136	207	124	217	
29 Sep 2019	0.00%	100.00%	100.00%	-	-	-	-	-	-	-	0%	66.67%	33.33%	230	-	164	303	
30 Sep 2019	91.67%	8.33%	8.33%	-	-	-	-	-	-	-	0%	100.00%	0.00%	148	222	102	172	
01 Oct 2019	100.00%	0.00%	0.00%	-	-	-	-	-	-	-	0%	100.00%	0.00%	159	216	106	174	
02 Oct 2019	100.00%	0.00%	0.00%	-	-	-	-	-	-	-	0%	100.00%	0.00%	170	221	119	190	
03 Oct 2019	100.00%	0.00%	0.00%	-	-	-	-	-	-	-	0%	100.00%	0.00%	156	242	120	189	
04 Oct 2019	100.00%	0.00%	0.00%	-	-	-	-	-	-	-	0%	100.00%	0.00%	150	224	135	181	
05 Oct 2019	91.67%	8.33%	8.33%	-	-	-	-	-	-	-	0%	100.00%	0.00%	151	198	118	201	
06 Oct 2019	0.00%	100.00%	100.00%	-	-	-	-	-	-	-	0%	67.36%	32.64%	191	-	209	263	
07 Oct 2019	91.67%	8.33%	8.33%	-	-	-	-	-	-	-	0%	100.00%	0.00%	141	230	106	160	
08 Oct 2019	100.00%	0.00%	0.00%	-	-	-	-	-	-	-	0%	100.00%	0.00%	141	212	114	170	
09 Oct 2019	100.00%	0.00%	0.00%	-	-	-	-	-	-	-	0%	100.00%	0.00%	144	194	110	166	
10 Oct 2019	100.00%	0.00%	0.00%	-	-	-	-	-	-	-	0%	100.00%	0.00%	146	215	112	171	
11 Oct 2019	100.00%	0.00%	0.00%	-	-	-	-	-	-	-	0%	100.00%	0.00%	143	198	110	168	
12 Oct 2019	91.67%	8.33%	8.33%	-	-	-	-	-	-	-	0%	100.00%	0.00%	136	161	117	205	
13 Oct 2019	0.00%	100.00%	100.00%	-	-	-	-	-	-	-	0%	61.60%	38.40%	161	-	165	235	
14 Oct 2019	91.67%	8.33%	8.33%	-	-	-	-	-	-	-	0%	100.00%	0.00%	132	221	97	148	
15 Oct 2019	100.00%	0.00%	0.00%	-	-	-	-	-	-	-	0%	100.00%	0.00%	144	227	104	163	
16 Oct 2019	100.00%	0.00%	0.00%	-	-	-	-	-	-	-	0%	100.00%	0.00%	145	182	113	167	
17 Oct 2019	100.00%	0.00%	0.00%	-	-	-	-	-	-	-	0%	100.00%	0.00%	147	191	104	170	
18 Oct 2019	100.00%	0.00%	0.00%	-	-	-	-	-	-	-	0%	100.00%	0.00%	157	237	108	176	
19 Oct 2019	91.67%	8.33%	8.33%	-	-	-	-	-	-	-	0%	94.27%	5.73%	145	146	127	205	
20 Oct 2019	0.00%	100.00%	100.00%	-	-	-	-	-	-	-	0%	63.33%	36.66%	496	-	163	276	
21 Oct 2019	91.67%	8.33%	8.33%	-	-	-	-	-	-	-	0%	100.00%	0.00%	135	259	102	161	
22 Oct 2019	100.00%	0.00%	0.00%	-	-	-	-	-	-	-	0%	100.00%	0.00%	133	192	106	164	
23 Oct 2019	100.00%	0.00%	0.00%	-	-	-	-	-	-	-	0%	100.00%	0.00%	148	199	112	176	
24 Oct 2019	100.00%	0.00%	0.00%	-	-	-	-	-	-	-	0%	100.00%	0.00%	141	206	106	174	
25 Oct 2019	100.00%	0.00%	0.00%	-	-	-	-	-	-	-	0%	100.00%	0.00%	140	211	110	179	
26 Oct 2019	91.67%	8.33%	8.33%	-	-	-	-	-	-	-	0%	91.88%	8.12%	122	144	122	203	
27 Oct 2019	0.00%	100.00%	100.00%	-	-	-	-	-	-	-	0%	60.85%	39.15%	166	-	267	276	
28 Oct 2019	91.67%	8.33%	8.33%	-	-	-	-	-	-	-	0%	100.00%	0.00%	124	276	102	171	
29 Oct 2019	100.00%	0.00%	0.00%	-	-	-	-	-	-	-	0%	100.00%	0.00%	145	186	105	174	
30 Oct 2019	100.00%	0.00%	0.00%	-	-	-	-	-	-	-	0%	100.00%	0.00%	147	220	108	175	
31 Oct 2019	100.00%	0.00%	0.00%	-	-	-	-	-	-	-	0%	100.00%	0.00%	166	240	109	180	
01 Nov 2019	100.00%	0.00%	0.00%	-	-	-	-	-	-	-	0%	100.00%	0.00%	173	270	110	187	
02 Nov 2019	91.67%	8.33%	8.33%	-	-	-	-	-	-	-	0%	100.00%	0.00%	199	168	127	226	
03 Nov 2019	0.00%	100.00%	100.00%	-	-	-	-	-	-	-	0%	67.36%	32.64%	387	-	262	300	
04 Nov 2019	91.67%	8.33%	8.33%	-	-	-	-	-	-	-	0%	100.00%	0.00%	150	201	103	158	
05 Nov 2019	100.00%	0.00%	0.00%	-	-	-	-	-	-	-	0%	100.00%	0.00%	148	235	114	171	
06 Nov 2019	100.00%	0.00%	0.00%	-	-	-	-	-	-	-	0%	100.00%	0.00%	154	194	112	171	
07 Nov 2019	100.00%	0.00%	0.00%	-	-	-	-	-	-	-	0%	100.00%	0.00%	140	221	112	161	
08 Nov 2019	100.00%	0.00%	0.00%	-	-	-	-	-	-	-	0%	100.00%	0.00%	149	219	113	168	
09 Nov 2019	91.67%	8.33%	8.33%	-	-	-	-	-	-	-	0%	100.00%	0.00%	133	195	116	169	
10 Nov 2019	0.00%	100.00%	100.00%	-	-	-	-	-	-	-	0%	67.36%	32.64%	160	-	188	214	
11 Nov 2019	91.67%	8.33%	8.33%	-	-	-	-	-	-	-	0%	100.00%	0.00%	131	229	102	153	
12 Nov 2019	100.00%	0.00%	0.00%	-	-	-	-	-	-	-	0%	100.00%	0.00%	145	205	105	160	
13 Nov 2019	100.00%	0.00%	0.00%	-	-	-	-	-	-	-	0%	100.00%	0.00%	138	185	107	165	
14 Nov 2019	100.00%	0.00%	0.00%	-	-	-	-	-	-	-	0%	100.00%	0.00%	141	204	107	167	
15 Nov 2019	100.00%	0.00%	0.00%	-	-	-	-	-	-	-	0%	100.00%	0.00%	146	219	107	170	
16 Nov 2019	91.67%	8.33%	8.33%	-	-	-	-	-	-	-	0%	91.67%	8.33%	134	196	116	166	
17 Nov 2019	0.00%	100.00%	100.00%	-	-	-	-	-	-	-	0%	25.84%	74.16%	231		251	336	
18 Nov 2019	91.67%	8.33%	8.33%	-	-	-	-	-	-	-	0%	100.00%	0.00%	144	227	101	159	
19 Nov 2019	100.00%	0.00%	0.00%	-	-	-	-	-	-	-	0%	100.00%	0.00%	136	214	104	163	
20 Nov 2019	100.00%	0.00%	0.00%	-	-	-	-	-	-	-	0%	100.00%	0.00%	143	174	111	176	
21 Nov 2019	100.00%	0.00%	0.00%	-	-	-	-	-	-	-	0%	100.00%	0.00%	142	196	114	173	
22 Nov 2019	100.00%	0.00%	0.00%	-	-	-	-	-	-	-	0%	100.00%	0.00%	141	197	115	161	
23 Nov 2019	91.67%	8.33%	8.33%	-	-	-	-	-	-	-	0%	100.00%	0.00%	134	198	116	229	
24 Nov 2019	0.00%	100.00																

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Date	Uptime	Downtime	Dedicated Interface (COMBUTE API)						FCS	Error Rate	User Interface (GCHS Plus)		Account Inquiry Response			
			PESP Response		PESP Response		AASP Response				Single payment	Bulk payment	Balances	Transactions		
			Single payment	Bulk payment	Single payment	Bulk payment	Reachable Accounts	Balances							Transactions	
Calendar date based on IST	Shown in % 1 - Downtime	Shown in % Get downtime of API gateway from system monitoring log *Planned downtime (regular weekly maintenance window) is included.	Shown in milliseconds Calculate API response time by getting following information from system log: [Start] Receive POST request [End] Send response back	Same with left	Same with left	Same with left	Same with left	Same with left	Same with left	Shown in milliseconds Calculate API response time by getting following information from system log: [Start] Receive POST request [End] Send true/false response	Shown in % 1 - Downtime	Shown in % Get downtime of GCHS Plus from system monitoring log *Planned downtime (regular weekly maintenance window) is included.	Shown in milliseconds Sum of below two figures obtained from system log: - Processing time of GCHS Plus - Internal network time	Same with left	Same with left	
01 Jan 2020	100.00%	0.00%	-	-	-	-	-	-	-	0%	100.00%	0.00%	147	291	130	229
02 Jan 2020	100.00%	0.00%	-	-	-	-	-	-	-	0%	100.00%	0.00%	155	281	109	177
03 Jan 2020	100.00%	0.00%	-	-	-	-	-	-	-	0%	100.00%	0.00%	160	288	117	193
04 Jan 2020	91.67%	8.33%	-	-	-	-	-	-	-	0%	100.00%	0.00%	155	339	142	216
05 Jan 2020	0.00%	100.00%	-	-	-	-	-	-	-	0%	67.36%	32.64%	259	508	176	325
06 Jan 2020	91.67%	8.33%	-	-	-	-	-	-	-	0%	100.00%	0.00%	145	278	111	177
07 Jan 2020	100.00%	0.00%	-	-	-	-	-	-	-	0%	100.00%	0.00%	145	222	118	182
08 Jan 2020	100.00%	0.00%	-	-	-	-	-	-	-	0%	100.00%	0.00%	142	205	116	186
09 Jan 2020	100.00%	0.00%	-	-	-	-	-	-	-	0%	100.00%	0.00%	149	230	124	176
10 Jan 2020	100.00%	0.00%	-	-	-	-	-	-	-	0%	100.00%	0.00%	147	217	113	184
11 Jan 2020	91.67%	8.33%	-	-	-	-	-	-	-	0%	91.75%	8.25%	136	187	123	227
12 Jan 2020	0.00%	100.00%	-	-	-	-	-	-	-	0%	60.65%	39.35%	274	-	189	304
13 Jan 2020	91.67%	8.33%	-	-	-	-	-	-	-	0%	100.00%	0.00%	135	194	104	159
14 Jan 2020	100.00%	0.00%	-	-	-	-	-	-	-	0%	100.00%	0.00%	141	209	108	172
15 Jan 2020	100.00%	0.00%	-	-	-	-	-	-	-	0%	100.00%	0.00%	144	207	118	185
16 Jan 2020	100.00%	0.00%	-	-	-	-	-	-	-	0%	100.00%	0.00%	143	204	110	183
17 Jan 2020	100.00%	0.00%	-	-	-	-	-	-	-	0%	100.00%	0.00%	138	179	115	185
18 Jan 2020	91.67%	8.33%	-	-	-	-	-	-	-	0%	91.78%	8.22%	139	146	118	190
19 Jan 2020	0.00%	100.00%	-	-	-	-	-	-	-	0%	41.83%	58.17%	210	534	217	335
20 Jan 2020	91.67%	8.33%	-	-	-	-	-	-	-	0%	100.00%	0.00%	133	258	106	160
21 Jan 2020	100.00%	0.00%	-	-	-	-	-	-	-	0%	100.00%	0.00%	133	240	108	174
22 Jan 2020	100.00%	0.00%	-	-	-	-	-	-	-	0%	100.00%	0.00%	147	188	115	184
23 Jan 2020	100.00%	0.00%	-	-	-	-	-	-	-	0%	100.00%	0.00%	148	228	117	171
24 Jan 2020	100.00%	0.00%	-	-	-	-	-	-	-	0%	100.00%	0.00%	158	214	115	182
25 Jan 2020	91.67%	8.33%	-	-	-	-	-	-	-	0%	100.00%	0.00%	141	174	131	226
26 Jan 2020	0.00%	100.00%	-	-	-	-	-	-	-	0%	64.57%	35.43%	679	430	324	364
27 Jan 2020	91.67%	8.33%	-	-	-	-	-	-	-	0%	100.00%	0.00%	156	230	111	165
28 Jan 2020	100.00%	0.00%	-	-	-	-	-	-	-	0%	100.00%	0.00%	155	239	110	170
29 Jan 2020	100.00%	0.00%	-	-	-	-	-	-	-	0%	100.00%	0.00%	158	207	114	187
30 Jan 2020	100.00%	0.00%	-	-	-	-	-	-	-	0%	100.00%	0.00%	153	227	115	183
31 Jan 2020	100.00%	0.00%	-	-	-	-	-	-	-	0%	100.00%	0.00%	166	219	114	187
01 Feb 2020	91.67%	8.33%	-	-	-	-	-	-	-	0%	100.00%	0.00%	150	193	119	208
02 Feb 2020	0.00%	100.00%	-	-	-	-	-	-	-	0%	67.36%	32.64%	381	-	170	272
03 Feb 2020	91.67%	8.33%	-	-	-	-	-	-	-	0%	100.00%	0.00%	158	314	107	168
04 Feb 2020	100.00%	0.00%	-	-	-	-	-	-	-	0%	100.00%	0.00%	156	216	121	184
05 Feb 2020	100.00%	0.00%	-	-	-	-	-	-	-	0%	100.00%	0.00%	156	221	122	182
06 Feb 2020	100.00%	0.00%	-	-	-	-	-	-	-	0%	100.00%	0.00%	151	235	116	178
07 Feb 2020	100.00%	0.00%	-	-	-	-	-	-	-	0%	100.00%	0.00%	148	191	120	178
08 Feb 2020	91.67%	8.33%	-	-	-	-	-	-	-	0%	91.88%	8.12%	142	167	128	207
09 Feb 2020	0.00%	100.00%	-	-	-	-	-	-	-	0%	63.26%	36.74%	142	-	286	363
10 Feb 2020	91.67%	8.33%	-	-	-	-	-	-	-	0%	100.00%	0.00%	147	276	110	159
11 Feb 2020	100.00%	0.00%	-	-	-	-	-	-	-	0%	100.00%	0.00%	142	205	106	168
12 Feb 2020	100.00%	0.00%	-	-	-	-	-	-	-	0%	100.00%	0.00%	150	209	113	186
13 Feb 2020	100.00%	0.00%	-	-	-	-	-	-	-	0%	100.00%	0.00%	139	192	112	173
14 Feb 2020	100.00%	0.00%	-	-	-	-	-	-	-	0%	100.00%	0.00%	149	209	117	174
15 Feb 2020	91.67%	8.33%	-	-	-	-	-	-	-	0%	100.00%	0.00%	142	168	127	198
16 Feb 2020	0.00%	100.00%	-	-	-	-	-	-	-	0%	67.36%	32.64%	-	846	330	310
17 Feb 2020	91.67%	8.33%	-	-	-	-	-	-	-	0%	100.00%	0.00%	145	263	107	168
18 Feb 2020	100.00%	0.00%	-	-	-	-	-	-	-	0%	100.00%	0.00%	137	218	108	174
19 Feb 2020	100.00%	0.00%	-	-	-	-	-	-	-	0%	100.00%	0.00%	153	190	113	177
20 Feb 2020	100.00%	0.00%	-	-	-	-	-	-	-	0%	100.00%	0.00%	151	198	115	181
21 Feb 2020	100.00%	0.00%	-	-	-	-	-	-	-	0%	100.00%	0.00%	144	197	112	183
22 Feb 2020	91.67%	8.33%	-	-	-	-	-	-	-	0%	100.00%	0.00%	132	199	123	208
23 Feb 2020	0.00%	100.00%	-	-	-	-	-	-	-	0%	67.36%	32.64%	227	-	209	222
24 Feb 2020	91.67%	8.33%	-	-	-	-	-	-	-	0%	100.00%	0.00%	132	224	107	159
25 Feb 2020	100.00%	0.00%	-	-	-	-	-	-	-	0%	100.00%	0.00%	141	175	119	178
26 Feb 2020	100.00%	0.00%	-	-	-	-	-	-	-	0%	100.00%	0.00%	144	205	111	183
27 Feb 2020	100.00%	0.00%	-	-	-	-	-	-	-	0%	100.00%	0.00%	150	221	111	181
28 Feb 2020	100.00%	0.00%	-	-	-	-	-	-	-	0%	100.00%	0.00%	174	235	109	188
29 Feb 2020	91.67%	8.33%	-	-	-	-	-	-	-	0%	100.00%	0.00%	134	166	121	200
01 Mar 2020	0.00%	100.00%	-	-	-	-	-	-	-	0%	67.36%	32.64%	175	-	146	236
02 Mar 2020	91.67%	8.33%	-	-	-	-	-	-	-	0%	100.00%	0.00%	176	218	106	169
03 Mar 2020	100.00%	0.00%	-	-	-	-	-	-	-	0%	100.00%	0.00%	165	216	118	188
04 Mar 2020	100.00%	0.00%	-	-	-	-	-	-	-	0%	100.00%	0.00%	158	219	119	189
05 Mar 2020	100.00%	0.00%	-	-	-	-	-	-	-	0%	100.00%	0.00%	146	226	116	179
06 Mar 2020	100.00%	0.00%	-	-	-	-	-	-	-	0%	100.00%	0.00%	143	311	117	182
07 Mar 2020	91.67%	8.33%	-	-	-	-	-	-	-	0%	94.84%	5.16%	133	155	139	197
08 Mar 2020	0.00%	100.00%	-	-	-	-	-	-	-	0%	27.02%	72.98%	361	-	194	296
09 Mar 2020	91.67%	8.33%	-	-	-	-	-	-	-	0%	100.00%	0.00%	145	260	105	159
10 Mar 2020	100.00%	0.00%	-	-	-	-	-	-	-	0%	100.00%	0.00%	154	208	110	162
11 Mar 2020	100.00%	0.00%	-	-	-	-	-	-	-	0%	100.00%	0.00%	141	211	116	167
12 Mar 2020	100.00%	0.00%	-	-	-	-	-	-	-	0%	100.00%	0.00%	155	199	111	175
13 Mar 2020	100.00%	0.00%	-	-	-	-	-	-	-	0%	100.00%	0.00%	150	195	111	175
14 Mar 2020	91.67%	8.33%	-	-	-	-	-	-	-	0%	91.88%	8.12%	142	165	124	224
15 Mar 2020	0.00%	100.00%	-	-	-	-	-	-	-	0%	29.67%	70.33%	351	-	263	573
16 Mar 2020	91.67%	8.33%	-	-	-	-	-	-	-	0%	100.00%	0.00%	140	245	108	182
17 Mar 2020	100.00%	0.00%	-	-	-	-	-	-	-	0%	100.00%	0.00%	138	240	108	172
18 Mar 2020	100.00%	0.00%	-	-	-	-	-	-	-	0%	100.00%	0.00%	147	182	112	181
19 Mar 2020	100.00%	0.00%	-	-	-	-	-	-	-	0%	100.00%	0.00%	145	188		

