VIS Technical Report (2023-2025)

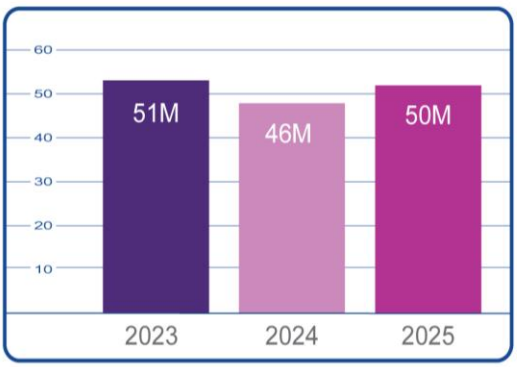
FACTSHEET

SYSTEM FUNCTIONING

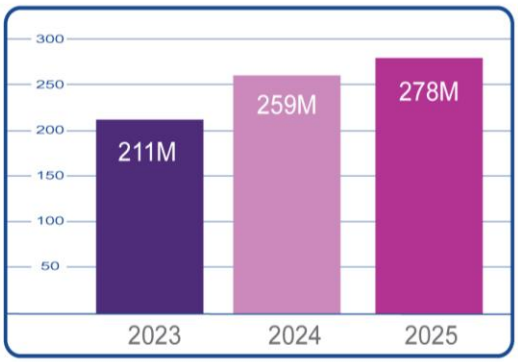
CORE BUSINESS STATS

	2023	2024	2025
SYSTEM AVAILABILITY	99.97%	99.92%	99.78%
SYSTEM RESPONSE TIME	99.98%	99.89%	99.92%
CUSTOMER SATISFACTION	96%	99%	97%

DATA STORED



OPERATIONS



SYSTEM EVOLUTION

- Upgrade of VIS for **connectivity to sBMS** (go-live in May 2025)
- upgrade of VIS (May 2025) for the connectivity to EES (go-live in October 2025)
- **Revised VIS** is scheduled to **enter into operation** in 2028.

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