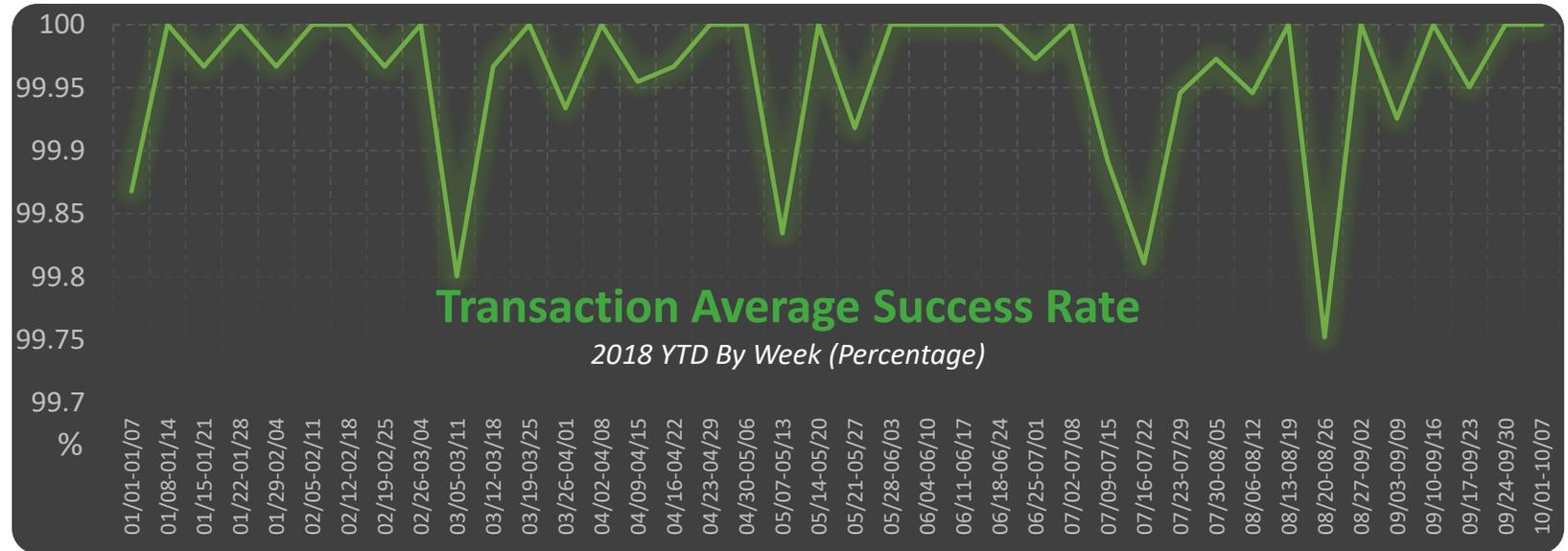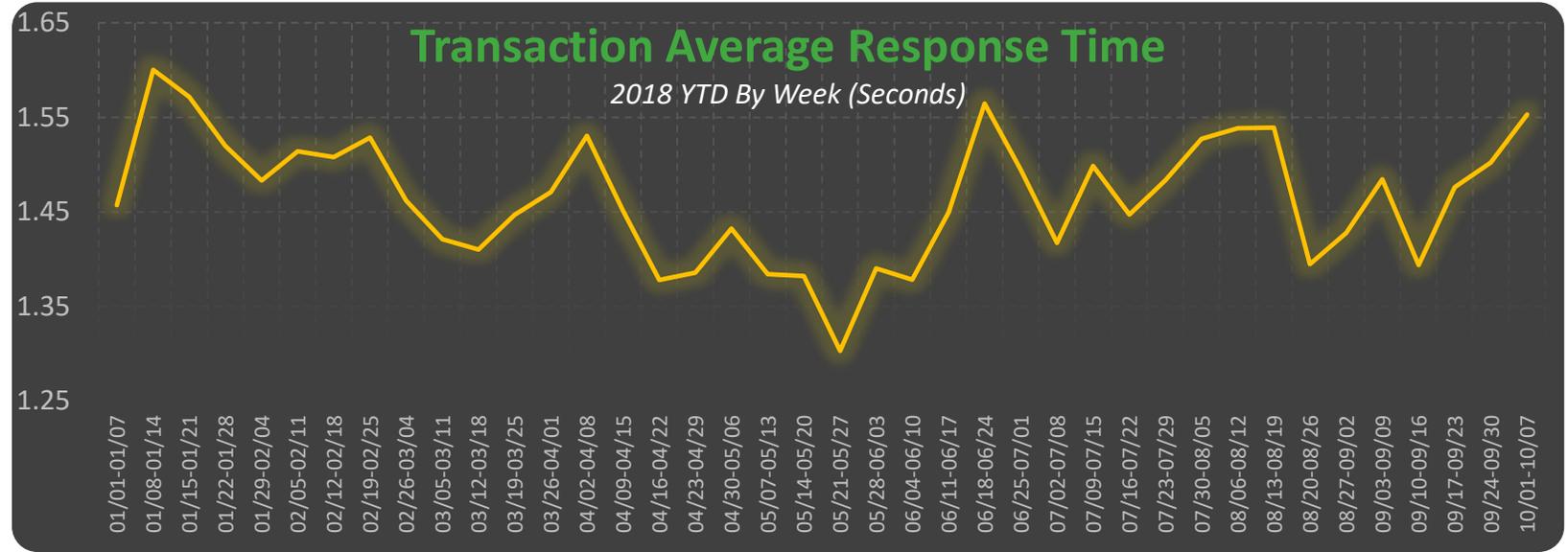TSG utilizes actual cards to complete real (not simulated) transactions to replicate the consumer experience at the merchant.

Looking at the GEM average for year-to-date data, response time comes in at 1.47 seconds, with the highest being 1.60 seconds and the lowest hitting 1.30 seconds.

When looking at success rate, the YTD average is 99.96% with the lowest point reaching 99.75%.

TSG is currently beta-testing card network comparisons (Mastercard/Visa) in relation to transaction speed/success.

Source: TSG's Gateway Enterprise Metrics (GEM) platform

Transaction Average Response Time
2018 YTD By Week (Seconds)

Transaction Average Success Rate
2018 YTD By Week (Percentage)