

Compuware Gomez Web Performance Benchmark for the Australian Banking Industry

Highlights:

- Westpac was the best performer overall with its homepage recording 100% Availability and ranked 1st in Performance and Consistency.
- Adelaide Bank had the largest improvement in Performance jumping from 1.6 seconds to 0.453 seconds. Bendigo Bank had the second largest improvement in Performance from 1.546 seconds to 0.644 seconds.

<http://www.gomez.com/australia-banking>

Australia Banking

December 01, 2010 - January 01, 2011 / 0:00 - midnight / (GMT +10:00) Canberra, Melbourne, Sydney, Brisbane

Response Time

Rank	Site	Response Time sec
1	Westpac	0.231
2	Adelaide Bank	0.453
3	Bendigo Bank	0.644
4	Macquarie Bank	1.013
5	St George Bank	1.121
6	CitiBank	1.322
7	ING Direct	1.365
8	Commonwealth Bank	1.486
9	ANZ Bank	1.838
10	MeBank	2.016
11	Suncorp Bank	2.210
	Average	2.217
12	Heritage Building Society	2.976
13	UBank	3.156
14	NAB	3.193
15	Bankwest	3.396
16	Bank of Queensland	3.440
17	Rabobank	3.942
18	HSBC	3.948
19	The Bank of China	4.367

Availability

Rank	Site	Availability %
1	Adelaide Bank	100.00
1	Bankwest	100.00
1	Bendigo Bank	100.00
1	CitiBank	100.00
1	Commonwealth Bank	100.00
1	HSBC	100.00
1	ING Direct	100.00
1	MeBank	100.00
1	Rabobank	100.00
1	St George Bank	100.00
1	Westpac	100.00
12	ANZ Bank	99.91
12	Bank of Queensland	99.91
12	Heritage Building Society	99.91
12	Macquarie Bank	99.91
12	NAB	99.91
12	UBank	99.91
	Average	99.69
18	Suncorp Bank	98.96
19	The Bank of China	95.74

Consistency

Rank	Site	Consistency sec
1	Westpac	0.118
2	Adelaide Bank	0.197
3	ANZ Bank	0.284
3	Bendigo Bank	0.284
5	Macquarie Bank	0.333
6	St George Bank	0.341
7	ING Direct	0.360
8	Commonwealth Bank	0.399
9	HSBC	0.485
10	CitiBank	0.486
11	Bankwest	0.564
	Average	0.827
12	Heritage Building Society	0.828
13	Bank of Queensland	0.831
14	UBank	0.844
15	MeBank	1.125
16	The Bank of China	1.447
17	Suncorp Bank	1.788
18	NAB	1.882
19	Rabobank	3.112