EUROPEAN CENTRAL BANK
EUROSYSTEM

TARGET Services Satisfaction Survey

Zoom on TIPS Outcome

10 June 2026

Overview

1 Background and Methodology

2 Quantitative Outcome

3 Qualitative Responses

4 Way Forward

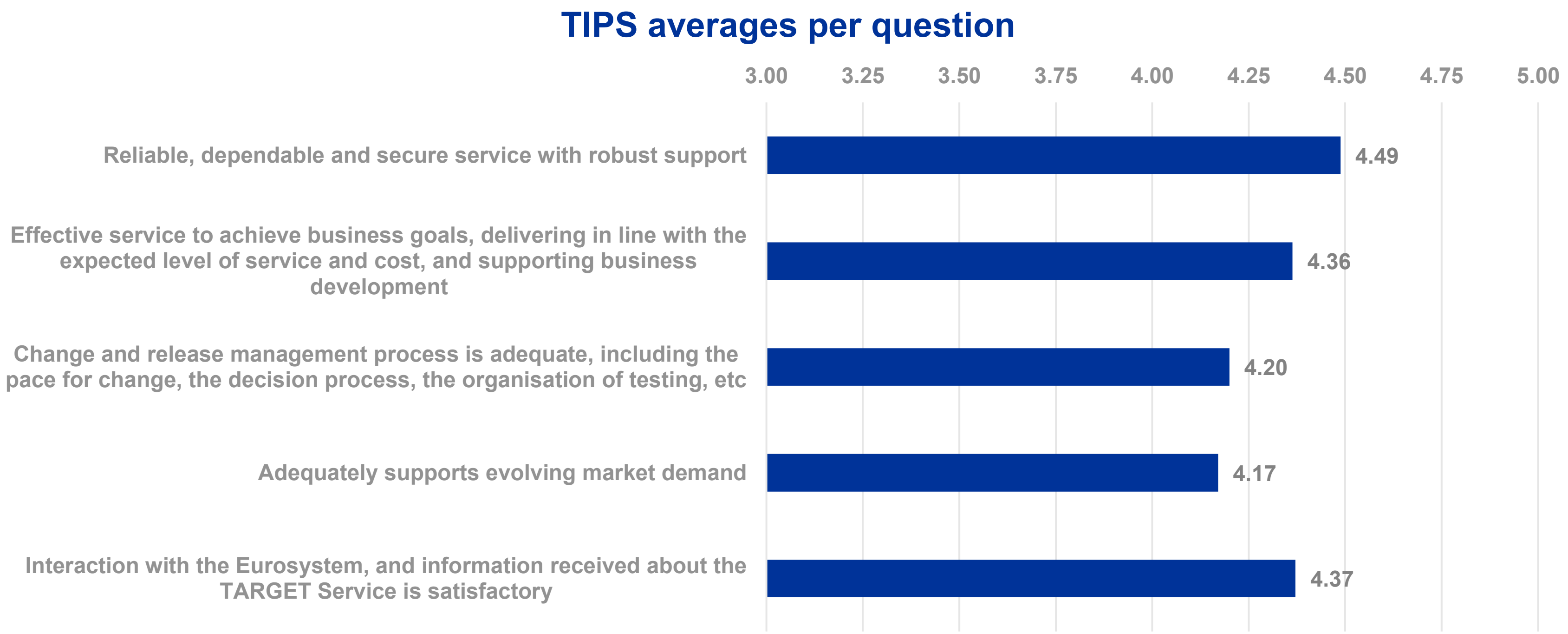
1. Background and Methodology

- As part of this year's regular survey on the functioning of the TIPS-CG, an additional section was introduced focusing on **TIPS as a service**. The aim of this new section was to gather general views and perceptions from TIPS participants, with the goal of identifying potential improvements to the platform.

- Subsequently, the following Groups were consulted with **5 Likert-scale questions** and **one open-ended feedback question on the TIPS service**:

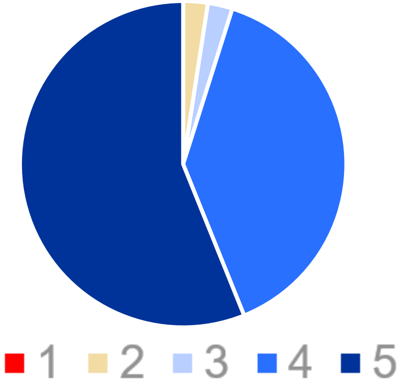
  - AMI-Pay
  - TIPS-Working Group
  - TIPS-Consultative Group

2. Quantitative Outcome – TIPS

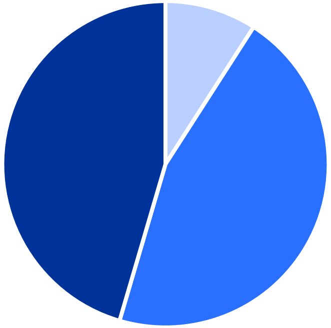


3. Qualitative responses - TIPS

- TIPS provides a reliable, dependable and secure service with robust support

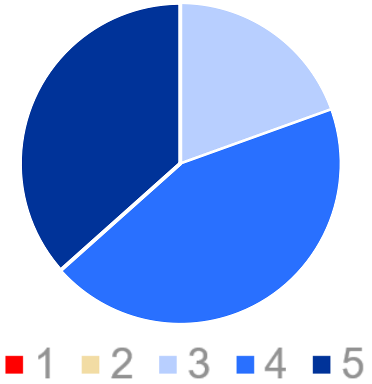


- TIPS is effective in terms of achieving your business goals, delivering in line with the expected level of service and cost, and supporting your business development

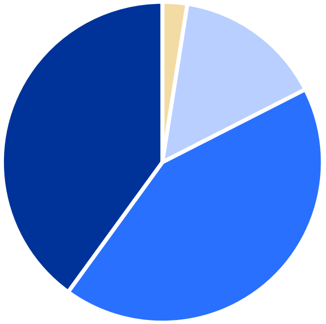


3. Qualitative responses - TIPS

- **TIPS adequately supports evolving market demand**
  → TIPS is recognised for its steady progress in supporting market demands, implementing participant-requested enhancements with an overall strong satisfaction from participants.

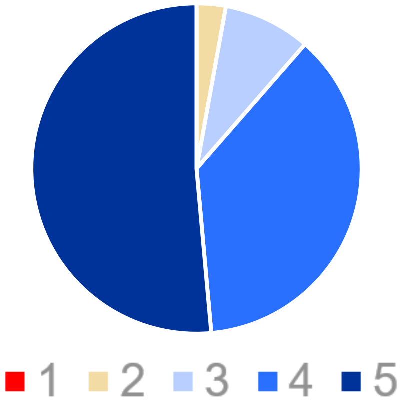


- **TIPS's change and release management process is adequate, including the pace for change, the decision process, the organisation of testing, etc.**
  → TIPS is praised for its strong performance and evolution in supporting instant payments, adapting to both regulatory and business needs.



3. Qualitative responses - TIPS

- ❑ **The interaction with the Eurosystem, and information received about the TARGET Service is satisfactory**



- ❑ **Do you see any other areas for the Eurosystem to focus on to improve the quality of TIPS's service delivery**

→ Overall, there is a strong satisfaction with the TIPS’s service delivery and evolution, with many participants acknowledging the strong coordination efforts made to ensure the resilience of the service.

4. Way Forward

Key Priorities

- Enhancing Liquidity Management processes for TIPS during T2 closing hours → **Eurosystem moves toward extending T2 operating hours**.

- Explain TIPS change and release management processes to show how the market is being involved → dedicated session to be organised after Summer with market to provide an overview of the TIPS change and release management processes.

- Improvement of the TIPS documentation and Website → new webpages for TARGET Service → **see new webpages for TIPS.**

Thank you for your attention!

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