

KEEN Professional Services



What is KEEN?

KEEN is a web-based application that ingests or receives events from your own business workflows, applications and remote services, and automatically maps those events against defined information security framework controls, producing attributed evidence and sample information to aid audits and compliance.

It also allows you to manage your Information Security Management System (ISMS), further aligning your business practices (procedures, policies, workflows, training, assets, access control matrices and so on) to those frameworks in a formal, data driven way.

Your auditor can even schedule and conduct audits (including asking for context, easy sampling of evidence, tracking and triaging of findings/non-conformities) all in KEEN.

How can I run KEEN?

KEEN is open source under Apache License 2.0, and can be run independently, completely for free.

KEEN runs best as a set of Docker containers based on Debian Linux, PostgreSQL and Valkey/Redis (via a Docker Compose stack) on a standalone server. 4GB of RAM should be plenty (e.g a t3.medium instance at AWS or similar). Other installation methods are also available.

KEEN provides its own username and group management (local auth) with support for two-factor authentication. It also supports OpenIDConnect via a provider of your choice, along with Github and Google auth, and LDAP, for Single Sign On purposes.

How can mig5 help?

mig5 is the original inventor and principal developer of KEEN. As the creator of the tool, no-one knows KEEN as well as I do.

I provide paid Professional Services that help you:

- **install** KEEN on your hosting provider or infrastructure of choice
- **maintain** KEEN (keep it patched and upgraded to the latest versions, and troubleshoot problems)
- optionally help you **build your evidence programme** by curating the mapping rules that attribute your evidence to the appropriate framework controls that reflect your business needs
- optionally **develop new features** into KEEN that you need, or make modifications to your instance of KEEN that suit your specific needs
- assist you to **migrate your existing ISMS** data from other systems into KEEN
- assist you in the use of KEEN in **preparation for audits**.

Choose your hosting and your level of assistance

You or your hosting partner own and operate the infrastructure. My professional services cover the KEEN application and, when commissioned, the work of populating and using the ISMS. mig5 does not supply production hosting itself.

Unlike competitor products on the market, costs are transparent, and there are no 'headcount' or license fees.

Service	Proposed fee	What it covers
KEEN Application Care	AUD 500 per month	Per supported production instance; includes up to 2 hours of application service effort (patching, troubleshooting) each month.
Standard installation fee	AUD 1,500 one-time fee	Up to 6 hours on a prepared, supported environment, with checks and handover.
ISMS onboarding and advice	AUD 150 per hour	Mapping curation, migration of existing data, administrator coaching and audit preparation. Total hours depends on the size and state of your existing ISMS data, the number of ingestion sources, the number of frameworks you need to comply with and the number of mapping rules you desire
Approved additional technical work	AUD 150 per hour	Application troubleshooting or maintenance beyond the monthly allowance.
Custom development	AUD 175 per hour or scoped quote	Features, bespoke adapters and substantial changes, agreed before work begins.

All amounts exclude GST; GST is added where applicable. Hosting, third-party subscriptions, standards licences and independent audit or certification fees are paid separately.

Standard terms: a three-month initial Application Care commitment, then monthly with ability to cancel at any time.

Alternatively, the standard **installation fee** can be waived for an up-front 12-month Application Care commitment (this translates to a 20% discount for that first year). The waiver and any early-exit terms must be recorded in the signed agreement.

Application Care and service responsibilities

Application Care provides planned maintenance and a named point of contact for the KEEN application.

It suits a standard deployment with a responsible hosting operator of your choice and a nominated administrator within your business.

Included application work

- Review KEEN releases and security advisories each month; assess relevant updates and schedule installation within an agreed maintenance window.
- Install approved stable releases, check application startup and core workflows, and record the version and changes. An available newer version is assessed for a safe upgrade path before deployment.
- Investigate application faults, advise the hosting operator on relevant findings and discuss feature requests. Assessment and discussion use the allowance; feature implementation is separately scoped.

The two-hour monthly allowance covers the total time spent on these activities, meetings and troubleshooting. Unused time expires each month. I obtain approval before chargeable additional work. If the allowance is insufficient, I explain the impact and agree priorities, extra time or a larger service plan; a release date or repair completion time is agreed separately.

Support arrangements

Priority	Example	Initial response target
Urgent	Production unavailable or a suspected serious security issue	Within 1 business day
Normal	A degraded feature with a workaround	Within 2 business days
Planned	Advice, changes or feature discussion	Within 5 business days

Business hours are 9AM - 5PM, Monday-Friday, Melbourne time (UTC +10/+11 depending on season), excluding Victorian public holidays.

These are business-hours acknowledgement and triage targets, subject to the agreed availability arrangements.

Resolution depends on the fault and access.

Continuous monitoring, 24/7 response and an uptime SLA are outside this service.

Planned leave and escalation contacts are agreed in advance.

Who is responsible

Area	Responsible party
KEEN application	mig5 performs the agreed installation, updates and application investigations.

Area	Responsible party
Hosting and recovery	Customer or hosting partner is responsible for server provisioning, OS and patching, network, database, TLS service availability, monitoring, backups and restoration of those services.
Change readiness	Hosting operator confirms a usable backup and recovery route; mig5 agrees the application change and rollback steps before work.
ISMS decisions and access	Customer approves framework scope, data, permissions, policies, risk acceptance and audit conclusions.

‘One instance’ means **one production deployment** serving **one end-customer organisation**, with **one matching non-production environment** optionally included for upgrade checks.

Separate customer deployments and a partner’s own production instance each require their own subscription. HA clusters, forks and unusual architectures require a scoped quote.

Onboarding, migration and ISMS advisory services

An effective KEEN system delivers value once it has relevant event data being ingested into it, useful mappings of those events to agreed compliance Controls, and clear ownership.

I work with your administrators, internal auditors and subject-matter experts to populate KEEN and establish routines they can maintain on their own for the long term.

This work is commissioned separately at AUD 150 per hour.

A practical sequence

Phase	Work and reviewable outputs
Discovery	Agree organisational scope, relevant frameworks, evidence sources, responsibilities and a prioritised implementation plan.
Evidence pilot	Configure selected collections, curate mappings from real examples, preview matches and review which requirements the evidence supports.
ISMS migration	Map existing policies, assets, people, risks and other records to KEEN; trial an agreed sample, validate relationships, then migrate approved data.
Operational handover	Document collection ownership, mapping rationale and review routines; coach administrators and demonstrate how to maintain the records.
Audit preparation	Review evidence coverage, periods, scope gaps, measures and audit sampling with your team; help organise supporting material and follow-up work.

The scope can include policies written or migrated into KEEN, or simply linked to existing document systems to establish relationships between them. It also may include designing of Effectiveness Measures and Metric submissions from external systems, risk ownership, scheduled audit preparations and questions about evidence. You approve the content, mapping rationale and migration results before they are relied upon.

Agree a budget before work starts

We agree an hourly estimate or a capped block of work, deliverables, dependencies and acceptance criteria. Time is recorded in 15-minute increments. I provide a progress update before the agreed budget is exhausted and obtain written approval for an increase. Data cleansing, undocumented formats and missing source access are assessed during discovery.

Illustrative budget	Hours	Fee excluding GST
Focused discovery and implementation plan	6	AUD 900
Initial mapping and administrator pilot	20	AUD 3,000
Broader ISMS onboarding or migration block	40	AUD 6,000

These illustrate purchasable time budgets; they are not fixed-price promises to complete an entire ISMS or migration. Work can be phased around your priorities.

Example first year investment

One standard installation (AUD 1,500), 12 months of Application Care (AUD 6,000) and 20 hours of ISMS assistance (AUD 3,000): total AUD 10,500 excluding GST and external costs. With the agreed 12-month installation waiver and an up-front payment, the same example is reduced to AUD 9,000.

This service helps your team prepare and maintain evidence. Formal certification, independent assurance opinions and regulatory or legal advice remain with the appropriately engaged specialists. No certification outcome is promised.

Working with agencies and hosting partners

You can host and on-sell an instance of KEEN for your own customer under your own commercial model. You set the customer price and decide how to combine hosting, support and advisory services.

Apache 2.0 permits commercial use subject to its licence conditions. The fees in this proposal purchase only mig5's professional services as a means to strengthen and offer a backbone of reassurance to your own commercial service, without implicating mig5 directly in your own service agreement with your customer.

Partner delivery model

- You contract with and invoice *your* customer, operate their hosting and recovery services, and provide first-line support through your own nominated administrators.
- mig5 contracts with and invoices *you* for **each of the named instances** enrolled in Application Care. You provide one technical contact, consolidate requests and authorise access and additional work needed from mig5 when required.
- Escalate reproducible KEEN application issues to mig5. Customer-facing availability, response, security and indemnity commitments you offer are your own; additional obligations for mig5 require express written agreement.

The starting partner rate is **AUD 500 per supported instance per month**. Partner-owned deployments for internal use are counted separately. There is no mandatory partner membership fee or revenue share. Portfolio pricing can be discussed for a standardised fleet after its support needs are understood. Each customer environment remains separately identified and administered.

For illustration, a partner charging AUD 1,000 per month has AUD 500 remaining after the mig5 subscription, before hosting, backup, first-line support, sales costs and tax. You determine your own margins and customer pricing.

Commercial and access arrangements

Application Care is billed monthly in advance from the agreed service start date. The standard installation fee is payable before scheduling; hourly services are billed monthly in arrears with 14-day payment terms, unless the quote agrees otherwise. Work outside the stated scope, including infrastructure repair and after-hours attendance, requires a separate agreement.

Customers retain control of their infrastructure and data. Remote access is to be provided via SSH with appropriate network access (VPN operated by you/your customer, or firewall ingress from provided mig5 IP address), limited to the work and revoked when it ends. Root access is generally recommended, otherwise Docker group permissions available to the SSH account.

Sensitive diagnostic material is handled under agreed confidentiality and data-handling terms. The hosting operator keeps backups and remains available for recovery. Independent modifications or a long-deferred upgrade may require reassessment before work resumes. Mig5 does not transfer operational data outside of the hosting platform.

Core improvements are normally suitable for backfilling into the open source project. Custom-work ownership, licensing and any contribution upstream are agreed before development; customer data and confidential configuration are excluded from public contributions. Resale follows Apache licence and attribution requirements. Use of an endorsed partner designation or promotional KEEN branding requires an agreed branding arrangement.

Ending paid support leaves the customer's Apache-licensed software and data available for continued use. Access is revoked and existing operational notes are handed over; additional migration or transition assistance can be quoted. Contract termination, liability, confidentiality and any mandatory statutory rights are addressed in the services agreement.

Rate equivalents

As at October 2026, 500 AUD roughly equates to 263 GBP, 347 USD, or 310 EUR. These rates are of course subject to change. mig5 normally charges in AUD but arrangements can be made on request.

Still unsure? Start with a scoped engagement

Contact me with the hosting operator, intended instance count, framework priorities, existing ISMS material and target dates. We will confirm the environment, service responsibilities, support availability and an initial budget before scheduling work.

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Explore KEEN to try a free sample 30 day demo with no commitment in a region of your choice at <https://keen.cloud>.