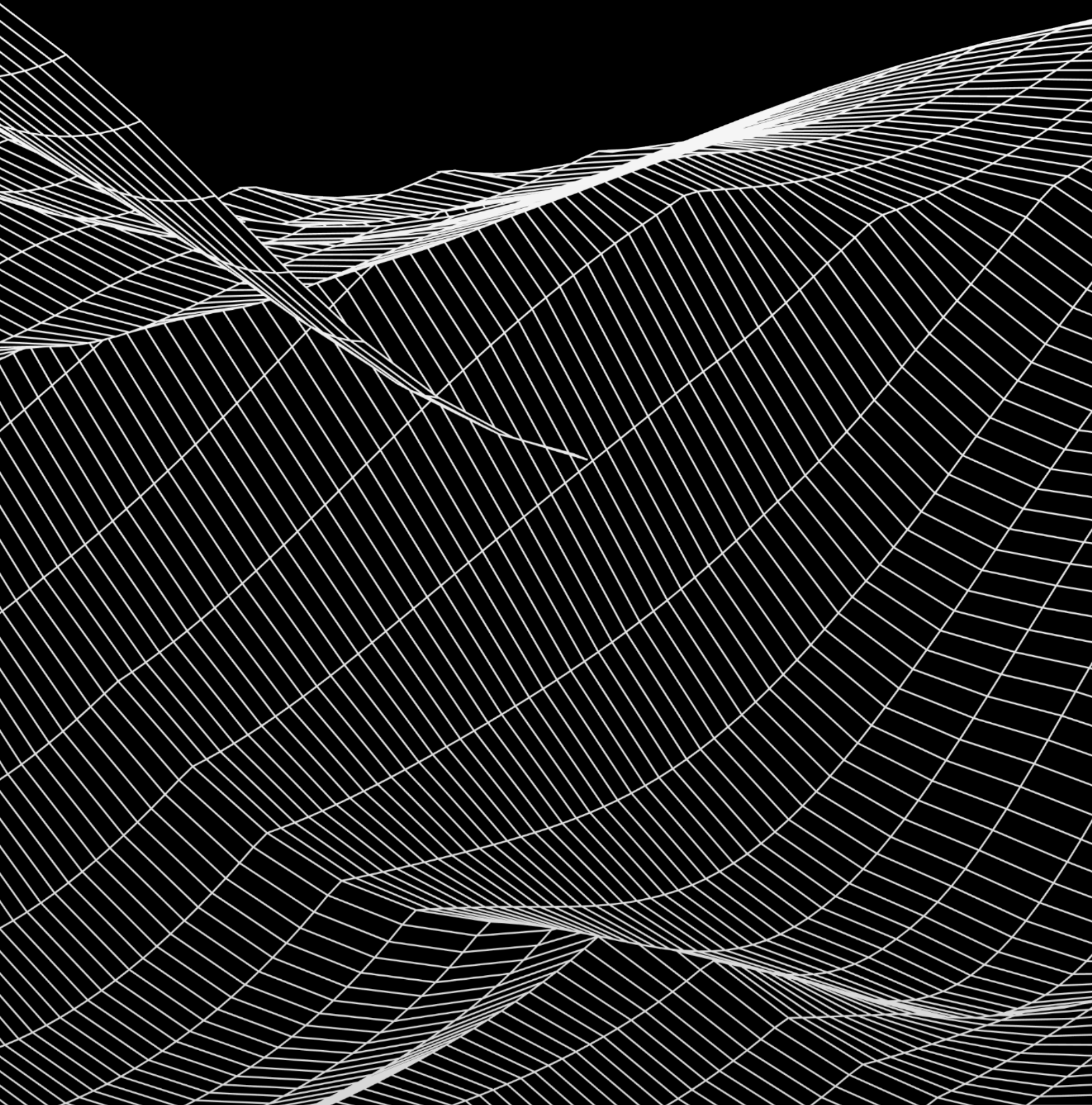# Eigen & Skiff

Privacy First AI with Skiff

Executive Summary

Eigen and Skiff partnered to help bring AI to their privacy-first platform. Starting from an emergency 10 pm call on a Saturday, the Eigen team generated a quick win by helping to solve a set of core product bugs. From there, Eigen performed an AI Audit to profile accretive ways Skiff's business can adopt the technology to stay competitive as a collaboration platform in the coming age of AI-first software. Eigen and Skiff are currently in the development & integration process of these recommendations to help Skiff become AI-first but still honor its privacy-first nature.

Introduction

Client Profile

- Skiff operates at the intersection of technology and cybersecurity, with a primary focus on providing a privacy-first online collaboration platform. Their key offering involves end-to-end encryption for documents and messages to ensure high-level data security and privacy.
- Skiff is considered a premier startup in Silicon Valley. The founder and CEO, Andrew Milich, graduated from Stanford with a degree in Computer Science with the highest GPA in the engineering class. Sequoia Capital has funded Skiff in all previous funding rounds, raising a total of $14M. Other investors include Alphabet (Google) chairman John Hennessy, former Yahoo chief executive Jerry Yang and Eventbrite co-founders Julia and Kevin Hartz.

Project Objectives

Since collaboration software is mainly a game of providing better ways for people to process, share, and store unstructured information, Skiff is exactly the type of company that needs to integrate with AI as fast as possible to remain competitive.

Eigen's engagement with Skiff aimed to address a range of technical and strategic objectives designed to enhance their product offerings and bolster security measures. The key objectives were:

Identify Opportunities for Privacy-Focused AI Integrations: Eigen's task was to identify potential areas where AI could enhance the user experience while ensuring that processing happens on the device, maintaining the privacy and security that is central to Skiff's mission. Given Skiff has both a consumer and enterprise tier, Eigen had to balance any product recommendations with an understanding of its unit economics and, subsequently, the cost of delivery of state-of-the-art AI.

Privacy First AI with Skiff

Project Objectives (cont.)

App Security Audit and Improvements: Given Skiff's focus on security, maintaining the utmost levels of data protection within their app was critical. Eigen's team was tasked with performing a comprehensive security audit, identifying potential vulnerabilities, and recommending necessary improvements to ensure the integrity of their platform.

The Solution

Process

Eigen started the engagement with a 10pm emergency phone call for a critical fix on their flagship product. We mobilized our team to aid the Skiff engineering team, deployed a fix, and got the Skiff Mail app back to a functional state. After this initial call, given the existential nature of AI to Skiff's business, Eigen was assigned to perform an AI Audit on its product.

Eigen started with a four-pronged approach:

1. **Understand Skiff's goals**: Eigen interviewed the CEO and reviewed board decks and internal product roadmaps to understand what mattered to the business over the next 3-18 months.
2. **Understand Skiff's economics**: Eigen reviewed Skiff's financial model and unit economics. Current state-of-the-art AI, e.g., GPT4, is expensive. Every AI product needs an economic analysis to ensure it is accretive and the business is ok with the impact on its margins and unit economics.
3. **Understand Skiff's customers**: Eigen reviewed Skiff's customer profiles to make sure it understood why people were using Skiff and what they cared about.
4. **Understand Skiff's product**: Eigen used Skiff daily for two weeks, documenting areas that felt ripe for improvement.

From this, Eigen was able to understand what would be considered existential vs. opportunistic vs. nice-to-have.

Eigen produced a portfolio of options that Skiff could pursue with a mix of quick, non-disruptive wins to long-term strategic bets that require company alignment. Eigen produced them using this basis, getting input from the relevant Skiff team members where needed:

- Recommendation Category

Process (cont.)

• Primary Metric to Drive
• Timeframe
• Cost to Serve
• Product Additiveness
• Integration Complexity

Eigen produced PoCs for the relevant tasks and presented them to Skiff's leadership.

From there, Skiff internally aligned on the final portfolio of improvements to make with the appropriate sequencing and allocation between internal and external development. Eigen and Skiff are currently working through this portfolio.

Testimonial

"Our experience with Eigen has been remarkable. From resolving a critical product issue on day one to developing a robust AI strategy, Eigen's efficiency, technical expertise, and dedication have stood out.

They deeply understood our business, customers, and goals, providing practical, strategic, and economically viable recommendations. Their detailed PoCs showed a clear understanding of our needs and offered effective implementation paths.

Eigen is not a consulting firm; they're strategic partners who guide us through the complex world of AI and privacy. We could not recommend them more."

Andrew Milich
Co-founder and CEO of Skiff

Conclusion

With Eigen, Skiff was able to quickly remedy an emergency product fix while creating a plan around how to strategically and swiftly incorporate AI throughout its product while preserving its privacy-first mandate.