

# AGI Is Not a Better Chatbot—It Replaces Cognitive Work

## MANAGEMENT SUMMARY & CORE TAKEAWAY

AGI doesn't improve chat—it replaces cognitive work. For SMEs, that means thought work becomes scalable without hiring more people. This article puts Tristan Harris's thesis into sober perspective and shows why AI outsourcing is now a strategic lever.

## CONTEXT & EXECUTIVE RELEVANCE

When Tristan Harris talks about AGI, he doesn't mean a better answer to your chat prompt. He means the moment AI takes over the cognitive work you currently hire people to do. His definition is blunt:

OpenAI's charter says something similar: AGI should describe systems that outperform humans at most economically valuable work. Both definitions lead to the same conclusion—it's not about tools that save you time; it's about systems that replace your thinking.

CORE ACTION ITEMS

- 01 49% of office and knowledge workers use AI—but only 38% overall (Konstanz AI study, May 2026).
- 02 Net time saved through AI: just 22 minutes per week (Notion/YouGov, September 2026).
- 03 Less than a third of companies use AI agents (Campana-Schott Social Collaboration Study 2026).
- 04 20% of companies see AI as a replacement for academics (ifo Institute).

SWISS COMPLIANCE & ARCHITECTURE GUIDELINES

- ☑ Full compliance with revised Swiss Data Protection Act (revDSG).
- ☑ Zero vendor lock-in on closed proprietary models.
- ☑ Seamless integration into Abacus, Bexio and M365 ecosystems.

Non-Binding Process Analysis

Let us review in 20 minutes where AI agents create immediate measurable efficiency in your workflows.

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