

AI Agents Have Arrived, Processes Haven't: Three Gaps Swiss Firms Must Close

MANAGEMENT SUMMARY & CORE TAKEAWAY

AI agents now work up to twelve hours autonomously, but value remains locked unless Swiss firms close three gaps: productivity, resilience, and talent. This article shows how to bridge them without building an in-house AI team.

CONTEXT & EXECUTIVE RELEVANCE

At the Digital Business Transformation Forum 2026, Andreas Göldi put it simply: In 2024, AI agents worked about two seconds autonomously; today they can run up to twelve hours without human intervention. The technology has jumped ahead, and many Swiss firms are structurally not ready. That is where the three gaps emerge, and they need a management decision now.

AI applications have moved beyond pilots and are widely deployed. Yet the underlying business processes remain unchanged. Layering AI on top of existing workflows mostly accelerates existing weaknesses. A known pattern: companies running more than ten isolated tools see on average 23 percent lower productivity compared with three to five integrated solutions. The key is to redesign workflows before scaling.

COMPARISON & BENCHMARK MATRIX

Build an internal team	High fixed costs, slow capability build, full control but tied to internal decisions
Single-vendor strategy	Fast deployment, high dependence, rising switching costs, weak negotiation position
AI outsourcing with a neutral partner	External orchestration, model routing, open standards, clear exit options, no fixed costs

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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