

AI Agents vs. Human Labour: The Cost Tipping Point Has Arrived

MANAGEMENT SUMMARY & CORE TAKEAWAY

Agentic computer use now costs \$6–8 per hour – cheaper than offshore BPO (\$8–15) and far below US or Swiss back-office wages. For repetitive digital tasks, the rational choice is shifting from 'hire more people' to 'deploy agents, keep humans supervising'.

CONTEXT & EXECUTIVE RELEVANCE

Agentic computer use – AI agents that autonomously read screens, click and fill in forms – now costs between \$6 and \$8 per hour, with a range of \$3 to \$15 depending on screenshot frequency, context length and code reuse. The figure comes from a16z partner Fabrizio Serafini and marks a genuine turning point: for the first time, AI agent labour undercuts both offshore business process outsourcing and traditional US back-office wages, and by a wide margin.

For Swiss SMEs, the implication is straightforward: the question is no longer whether AI agents are cheaper than additional headcount, but how quickly this cost logic can be mapped onto your own task landscape. The shift is not about cutting corners, it is about redesigning where hours actually go.

CORE ACTION ITEMS

- 01 Agentic computer use: \$6–8/hr (range \$3–15) – the agent handles the on-screen work directly
- 02 Offshore BPO: \$8–15/hr fully loaded – outsourced teams in India or the Philippines
- 03 US back office: \$30–45/hr fully loaded – in-house staff in the United States
- 04 Swiss back office: CHF 31–44/hr fully loaded (roughly \$35–50/hr) – in-house staff in Switzerland

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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