

AI Agents: Which Processes Are Worth Automating?

MANAGEMENT SUMMARY & CORE TAKEAWAY

Most back-office processes are suited to AI agents when they are repeatable, rule-based, and backed by clean data—and when errors are cheap. A five-criteria feasibility matrix helps Swiss SMEs prioritise quick wins over strategic bets.

CONTEXT & EXECUTIVE RELEVANCE

Not every process is worth automating with AI agents. The key is whether it is repeatable, follows clear rules, has clean data access, and can tolerate errors. That is exactly what the feasibility matrix addresses: it turns gut feeling into a transparent decision.

Score each criterion from 1 to 5. A process with a high total score and strong repeatability is a quick win. Moderate total scores suggest a strategic bet—feasible but requiring groundwork. Below that: wait until data or rules improve.

CORE ACTION ITEMS

- 01 Repeatability: How often does the process run? Daily or weekly beats once a quarter.
- 02 Rule-basing: Can the workflow be expressed as clear if-then logic? Less discretion means better automation potential.
- 03 Data quality: Are the required data structured, complete, and accessible? Agents fail without clean data.
- 04 Error tolerance: What does a mistake cost? Low cost allows more automation; high cost requires oversight.

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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