

AI Center of Excellence: How Swiss SMEs Coordinate Their AI Transformation

MANAGEMENT SUMMARY & CORE TAKEAWAY

The biggest hurdle to scaling AI is not technological but organizational. McKinsey shows that 83% of companies recognize the need for a new operating model, yet 65% lack a coordination structure. An AI Center of Excellence closes this gap—and in Swiss SMEs can start with a single, deeply embedded person before growing into a cross-functional team.

CONTEXT & EXECUTIVE RELEVANCE

Swiss companies invest more heavily in AI than the European average, yet results fall short of expectations. The reason is rarely technical. McKinsey documents in the State of Organizations 2026: 83% of surveyed companies recognize the need for a new operating model to scale AI—yet 65% have no coordination structure. Deloitte puts it plainly: the leap is from isolated AI tools to an enterprise-wide AI operating model. Without an organizational answer, AI remains stuck in the pilot trap.

This gap is particularly pronounced in Swiss SMEs. With typically 10 to 250 employees, they lack the critical mass for a dedicated AI department. At the same time, regulatory requirements are rising through revDSG and the extraterritorial effect of the EU AI Act. What's missing is a lean, pragmatic coordination unit: the AI Center of Excellence.

CORE ACTION ITEMS

01 AI Strategist: prioritization, roadmap, business case validation

02 Data Steward: data quality, access, architecture

03 Compliance Officer: revDSG, EU AI Act, internal guidelines

04 Change Manager: training, communication, adoption measurement

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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