

# Business Process Readiness Gap: 95% Aren't AI-Agent Ready

## MANAGEMENT SUMMARY & CORE TAKEAWAY

Only 5% of companies believe their business processes are ready for autonomous AI agents, even though 75% expect them to become the norm. Deloitte's 2026 report shows the gap isn't skills or governance—it's processes built for humans, not agents. Process redesign is the key.

## CONTEXT & EXECUTIVE RELEVANCE

The short answer: yes, most companies expect autonomous AI agents to become the norm—but their business processes simply aren't built for it. A Deloitte survey from August 2026 found that 75% of companies agree most AI agents will operate autonomously with human oversight. Yet only 5% say their business processes are highly prepared for that shift. The gap isn't primarily about skills or governance—it runs deeper, into the architecture of the processes themselves.

Deloitte assessed companies across seven readiness dimensions, from vision and strategy to workforce. The result is unambiguous: business processes rank dead last, trailing every other factor by a wide margin. Overall, only 21% of companies say their processes are prepared at all—not 'well prepared,' just prepared in any meaningful sense.

CORE ACTION ITEMS

- 01 Vision & strategy: 52% prepared
- 02 Technology infrastructure: 48% prepared
- 03 Data foundation: 42% prepared
- 04 Risk & governance: 39% prepared

- 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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