

Computer-Use Agents: How AI Now Works With Software Without an API

MANAGEMENT SUMMARY & CORE TAKEAWAY

Computer-use agents are AI systems that operate browsers and desktop software like a human - clicking, typing, navigating - without any API. This closes a gap RPA never solved: systems without APIs become automatable. Early adopters in legal, accounting, and back-office report measurable time savings, with realistic error rates requiring review.

CONTEXT & EXECUTIVE RELEVANCE

Since August 2026, the industry has been talking about a new category of agent: computer-use agents. Unlike classic AI agents that communicate with a system through an API, these agents operate software the way a person does - opening a browser, clicking buttons, filling in forms, switching between windows. Tools such as UI-TARS, Agent S3, Browser Use, Claude Cowork, Perplexity's Personal Computer agent, and Amazon Nova Act show how fast this field has moved in a matter of months.

Many systems Swiss SMEs rely on every day simply have no API: supplier portals, cantonal tax platforms, legacy ERP installations built up over decades, and industry-specific tools with no integration layer at all. Classic RPA tools routinely failed here, because they were built around fixed pixel coordinates or rigid UI structures and needed reprogramming after every interface change. Computer-use agents work differently: they interpret screen content contextually and adapt when a button moves or a dialog looks different.

CORE ACTION ITEMS

- 01 Invoice and document processing through portals with no interface
- 02 Data entry into supplier and government portals
- 03 Preparatory work for contract review and document reconciliation
- 04 Master data maintenance in legacy systems without an API

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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