

From Doing to Judging: Why AI Agents Reinvent Your Best People's Jobs

MANAGEMENT SUMMARY & CORE TAKEAWAY

When AI agents execute knowledge work, evaluation becomes the scarce human contribution. Instead of producing, senior staff define what 'good' means, verify outputs and keep humans accountable. That oversight and evaluation layer can be systematically outsourced – without building an in-house AI team.

CONTEXT & EXECUTIVE RELEVANCE

When AI agents take over knowledge work, the scarce human contribution shifts. Producing something is no longer the problem – the agent does it in seconds. The real challenge is judging whether the output is correct, relevant and safe. Many companies arrive unprepared: their best people still expect to do the work themselves, only to find themselves in a supervisor and reviewer role for which there is no established training.

Experienced professionals no longer need to write every database query, report or piece of code themselves. Instead, they define what 'good' means and verify results. That is not a downgrade but an upgrade: judgement, domain knowledge and accountability become more valuable than fast execution. Yet the role is new – it demands recognising hallucinations and making quality measurable.

COMPARISON & BENCHMARK MATRIX

In-house build	Dedicated team for evals, supervision and quality gates; high staffing needs, steep learning curve, fixed costs, internal know-how build-up.
AI outsourcing	External partner handles technical implementation of evals, monitoring and quality gates; your team retains domain expertise and judgement; faster time to readiness.
Hybrid	Internal domain owners define 'good', external partner builds and runs the evaluation layer; lean and controlled.

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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