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CIO JOURNAL

Anthropic Pushes Claude Deeper Into Knowledge Work

While the market remains rattled over how new AI tools threaten traditional software-as-a-service vendors, Anthropic pushes forward with new updates to its Claude Cowork platform

By [Isabelle Bousquette](#) [Follow](#)

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AI giant Anthropic is pushing out new updates to its Claude Cowork platform, amid a continuing market frenzy over how AI is affecting traditional SaaS. SAMYUKTA LAKSHMI/BLOOMBERG NEWS

Amid a market frenzy over artificial intelligence's impact on traditional software, AI giant Anthropic Tuesday launched new updates to Claude Cowork, a platform it expects to become the "central brain" for the way knowledge workers engage with AI.

Cowork, released in research preview in January, lets users build AI agents that understand company context and can connect into a host of downstream enterprise apps like Slack, through Anthropic's model context protocol. On Tuesday, Anthropic announced additional integrations with Google apps including Gmail, as well as [DocuSign](#), [LegalZoom](#) and others.

“I think of Cowork as sort of a front door for work,” said Scott White, head of product, Enterprise at Anthropic. The surge in agentic coding, as [illustrated by the explosion in Claude Code’s popularity](#), is now spreading to the rest of knowledge work, from finance to legal, sales, human resources, design and operations, he said.

Anthropic also on Tuesday announced new “plug-ins,” or customizable agents, for workflows across financial analysis, investment banking, equity research and other areas, expanding upon its previously announced plug-ins for the legal sector.

The release of more capable AI agents across a variety of sectors is also sending shock waves through the markets. It was on the heels of some updates to Cowork’s research preview earlier this month that [investors panicked over the resilience of traditional software vendors, erasing hundreds of billions of market value](#) and affecting companies like Thomson Reuters, LegalZoom and Intuit.

The weeklong selloff in software stocks deepened Monday, driven partly by a now-viral [Sunday night Substack post from Citrini Research](#), which outlined a hypothetical scenario where AI profoundly impacts the economy in the near future.

Also Monday, shares of [International Business Machines](#) tumbled 13%, [their worst single-day move since October 2000](#), after Anthropic [in a blog post](#) said that its AI tools can help with modernizing Cobol, a dated programming language that’s run on IBM’s mainframe computers.

Still, Anthropic doesn’t think its products are to blame for the stock turmoil.

White said he believes it’s an overreach to connect market performance to any single product release. Platforms like Cowork can help the SaaS players deliver more value to their customers and end users get the most out of that software, according to White.

“We’re not a company that is trying to own every workflow inside of every tool. We’re trying to help people get their work done,” he said.

In the past, knowledge workers have mostly been engaging with AI chatbots in separate windows from the apps where they performed their work, White said, and part of the goal of Claude Cowork is to avoid that cycle of copy and pasting, context switching and repeating.

“What we’re announcing this week is sort of the end of that gap.”

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