SSC Decision Brief (2026)
Beyond UiPath: Choosing the Right RPA Platform for Polish Shared Service Centers

Audience: SSC Directors, Global Process Owners, CFOs, Automation & CoE Leads
Geography: Poland (Warsaw, Kraków, Wroc■aw) | **Context:** KSeF, PIP Reform, Agentic Automation

Executive Summary

In 2026, RPA decisions in Polish Shared Service Centers are no longer driven by hourly savings or bot volume. They are driven by governance, regulatory survivability, talent availability, and orchestration of exceptions. This brief summarizes which RPA platforms win in Poland under real operational pressure.

Winners vs Losers Snapshot

Winners (2026)	Losers (2026)
SSCs with RPA Centers of Excellence (CoE)	Teams deploying bots without governance
Citizen-developer models with guardrails	Full dependency on senior RPA developers
Platforms native to KSeF & ZUS compliance	Tools requiring heavy custom compliance work
Agentic orchestration with human-in-loop	Script-based, brittle automations

2026 RPA Comparison Matrix (Poland)

Feature	UiPath	Microsoft Power Automate	Automation Anywhere
Best Fit	Enterprise hyper-automation	Citizen developers / M365	Cloud-native AI workflows
Talent Availability	Highest (Warsaw/Kraków)	High (rapidly expanding)	Moderate (finance-heavy)
KSeF 2.0 Readiness	Native FA(3) connectors	API integration required	IQ Bot XML extractors
Governance Model	Centralized / deep	Tiered / citizen-centric	Cloud-first / strict
Cost Profile	High / premium	Low–mid (often bundled)	Mid / per-bot
Agentic Layer	Autopilot orchestration	Copilot-driven workflows	AI digital workers

Regulatory Reality Check (Poland, 2026)

• KSeF is live production for large taxpayers (turnover >200M PLN). Automation errors are fiscal risks.
• The National Labour Inspectorate (PIP) can reclassify B2B contractors via administrative decision with immediate enforceability.
• RPA is increasingly used to reduce dependency on reclassifiable human roles in sensitive processes.

Decision Guidance

Choose UiPath if: You run SAP/Oracle-heavy finance at scale and support a strong CoE.
Choose Power Automate if: You want governed citizen automation inside Microsoft 365.
Choose Automation Anywhere if: You are cloud-first with heavy unstructured document flows.

Prepared for 2026 planning. Designed for board-level and HQ decision discussions.