

Samsic UK Urges FMs to Harness AI for Better Governance and Delivery of Commercial Cleaning

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With facilities managers responsible for multi-site portfolios facing a growing governance challenge, [Samsic UK](#) is showing the practical steps they can take to adopting data-led strategies to commercial cleaning, underpinned by AI, through its new guide.

According to industry research, hybrid working has driven significant fluctuations in office occupancy levels across the UK, increasing unpredictability in usage patterns and audit pressure for facilities management teams. Recent research from CBRE reveals that 2025 saw an average building utilisation at 53%, climbing from 38% in 2024 . Meanwhile average peak utilisation was at 80%, meaning that more and more people are returning to the office.

However, without real-time information, blind spots inevitably emerge when it comes to cleanliness of workplaces. A new guide from Samsic UK argues that the root cause of audit failures and service inconsistency is rarely frontline performance, but a lack of operational insights at scale. To support FMs with increasing visibility, Samsic's new guide, *Why Multi-Site Office Portfolios Struggle With Cleaning Consistency, And How To Fix It*, looks into how integrating AI into monitoring and reporting can lead to better cleaning consistency.

The guide outlines how data-led monitoring, including occupancy sensors and live reporting dashboards, enables facilities management teams to align cleaning activity with actual site usage. Rather than relying on static schedules, services can adapt in real time to demand across entryways, washrooms and high-traffic zones.

This shift from scheduled activity to data-informed oversight not only improves consistency but strengthens governance by providing audit-ready evidence of delivery.

John Norris, Commercial Director at Samsic, said: “Across complex estates, the biggest risk isn’t poor intent or poor performance – it’s a lack of visibility. When you don’t have real-time understanding into what’s happening across sites, governance becomes reactive rather than proactive.

“AI-enabled monitoring allows facilities teams to regain control. It provides evidence, consistency and the ability to demonstrate compliance under scrutiny. This isn’t about replacing people – it’s about equipping teams with better oversight tools. Our guide provides clear and actionable information for facilities teams looking to increase visibility and efficiency while reducing costs and risk of compliance issues or audit failures.

Within the guide, FMs will find a number of practical recommendations on how to integrate digital solutions into their cleaning strategies. For example, by positioning sensors in strategic locations, monitoring software can track occupancy and use of elements within a building such as entryways and washrooms – adapting cleaning schedules in real time – ensuring areas that need attention are receiving it in a timely manner.

Other practical steps discussed include using data to eliminate blind spots and preparing teams for AI support, which can lead to more reliable and efficient cleaning.

These dynamic cleaning schedules can then maintain compliance and peace of mind during audits, as well as time, resource and cost savings by identifying and reassigning unnecessary cleaning activity. To download the free guide from Samsic UK, click [here](#).