AI Risks & Opportunities Analysis Report

Savills

savills.com
Sector: Property Management / Lettings Management

Overall Score	AI Opportunity	Total AI Risk
34/50	8/10	14/40

3-Year Risk	5-Year Risk	7-Year Risk
2/10	3/10	4/10

10-Year Risk
5/10

Savills Company Summary

Savills plc is a London-based global real estate services provider, listed on the London Stock Exchange and a constituent of the FTSE250 Index. It operates through over 700 offices with around 42,000 employees worldwide and achieved group revenue of approximately 2.55billion in the full year ended 31 December 2025, reflecting its strong market position among leading property advisory firms globally.

AI Risks Property Management / Lettings Management Sector Opportunity Overview

AI can automate tenant comms, maintenance triage, contractor scheduling, arrears workflows, and compliance document handling. Better analytics can reduce voids, predict repairs, and improve service levels across large portfolios.

Savills AI Opportunity - Next 3 Years

Savills has clear near-term headroom to automate and augment core property-management workflows (tenant/resident communications, maintenance and inspection workflows, document handling and compliance administration) because it is already operating with scaled digital tooling and formal governance for adoption. Its 2025 Annual Report highlights a coordinated AI/proptech adoption framework led centrally (Board and Group CIO) with ongoing investment in technology platforms, data and digital tools to enhance service delivery-an enabling foundation for standardising automation across regions and service lines.

Company documentation also indicates AI is being operationalised in day-to-day delivery, not just explored conceptually.

Savills' UK Residential Lettings terms explicitly state it may use AI systems to support/enhance/automate aspects of work including data analysis, document drafting, research, communications and process optimisation, with human review and professional judgement. In parallel, Savills is already deploying property/facilities technology that can feed automation: it has used the SINGU platform since 2018 to track and assign maintenance/technical requests and manage inspections, and it has integrated NOVO Property Management into "Savills Asset Hub" to automate data exchange and provide real-time operational and financial data for reporting and analytics. These elements align strongly with the sector themes of automating service workflows and using analytics to reduce friction, cost and response times over the next three years.

AI Risks Property Management / Lettings Management Sector Risk & Resilience Overview

In 3-5 years, the role becomes more system-driven but still operationally intensive. By 7-10 years, platformisation increases and fees compress, yet physical maintenance coordination and regulatory compliance provide ongoing resilience.

Savills AI Risk Assessment

3-year resilience is supported by Savills' scale, client relationships, and the operational reality that property management still requires hands-on coordination (contractors, site access, emergency response) and regulated processes. Evidence of central AI governance and explicit "human review" positioning in client terms suggests Savills is approaching automation as augmentation rather than fully automated service substitution, which helps protect service quality and liability management while improving productivity.

By 5 years, resilience is more exposed to workflow "platformisation" as building systems, tenant experience apps, and CAFM/PM suites increasingly standardise maintenance triage, reporting, and communications. Savills' own disclosures recognise that emerging technologies (including AI and proptech) can create competitive threats and margin pressure across service lines, implying that fee compression and procurement-driven switching risks will rise even if Savills executes well.

Across 7-10 years, disruption risk increases further as data-rich owners and tech-first operators can internalise more tasks and push advisory/management services toward commoditised, tool-driven delivery. Savills' ongoing investments (maintenance/work-order platforms, asset data hubs, and stated exploration of adding AI capabilities to in-house building management systems) should help it remain competitive, but long-horizon resilience is still constrained by structural sector dynamics: automation lowers the labour component that historically justified fees, while buyers gain more credible alternatives.