

Customer Testimonial: Travel & Hospitality

Top 5 Global Airline Secures AI Rollout Across Six Continents, Blocks \$300K in Prompt Injection Attacks

Company Profile

One of the world's five largest airlines, operating hundreds of routes across six continents. The company moves millions of passengers annually through its mainline fleet and global alliance partnerships.

Business Challenge

The airline needed to roll out AI tools to employees without exposing customer PII, proprietary flight operations systems, or violating aviation and data regulations across international jurisdictions. The security team had no visibility into how employees were already using AI, and no way to enforce acceptable use without blocking productivity outright.

Solution

WitnessAI deployed across the airline's environment, intercepting every AI prompt and response with full content inspection before data left the network. The platform scans prompts for sensitive data and blocks or redacts in real time, routes requests to approved models based on content classification, and enforces acceptable use policies across 4,000+ AI applications, including desktop and API traffic that browser-based tools miss. For customer-facing AI applications, WitnessAI's bidirectional scanning detects and blocks prompt injection attempts and filters responses that could expose customer data or damage the brand.

"Every AI activity from our global workforce or an end customer passes through WitnessAI before it reaches a model. For an airline across six continents, that is the coverage we needed."

VP Cybersecurity

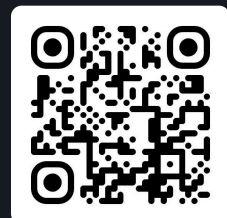
Top 5 Global Airline

Outcome

- Secure AI rollout across the global employee base
- \$300K annual cost avoidance from blocking prompt injection attempts against paid APIs
- Audit-ready compliance posture for AI systems
- Reduced exposure to data and intellectual property loss

Secure Your AI Adoption

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About WitnessAI

WitnessAI is the unified AI security and governance platform enterprises trust to govern and protect all AI activity. We provide complete, network-level visibility into every interaction including employees and autonomous agents, even in native apps where legacy tools are blind. WitnessAI transforms security from a bottleneck into the enabler of your AI strategy as the confidence layer for enterprise AI.

Learn more at witness.ai.