

Customer Testimonial: Travel & Hospitality

Top-5 Global Hospitality Chain Runs Every Guest Chatbot at Production Scale

Company Profile

A Top-5 global hospitality company operating more than 6,000 hotels across more than 100 countries, serving hundreds of millions of guest stays annually. Brands span luxury, upscale, midscale, and extended-stay segments, each with distinct guest experiences across web, mobile, voice, and in-stay channels.

Business Challenge

Guest-facing AI chatbots handle booking assistance, loyalty questions, concierge recommendations, and post-stay service across dozens of brands and languages. Internal teams use AI copilots across revenue management, marketing, and property operations. A single response that exposes guest PII, reveals payment data, or goes off-brand would ripple across social and regulatory channels in minutes.

Solution

WitnessAI sits inline between the chatbots and the model layer. Bidirectional scanning inspects every prompt and response before it reaches a guest. Intent-based policy blocks prompt injection and jailbreaks at 99.3% true positive rate. Real-time tokenization keeps guest PII, loyalty identifiers, and payment data inside the perimeter. Brand-safety policy holds tone, scope, and language on every response. Model identity enforcement stops a concierge bot from being hijacked into booking or refund actions.

"Every prompt that hits our chatbots runs through WitnessAI first. It stops the attacks before they land, and keeps the chatbots on-brand on every response, all inline at production scale."

Security Leader

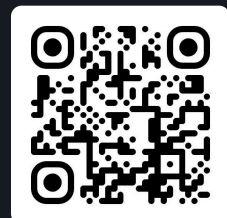
Top-5 Global Hospitality Chain

Outcome

- Ran every guest chatbot interaction across dozens of brands through bidirectional inspection before it reached the model
- Blocked prompt injection and jailbreak attempts at 99.3% true positive rate without adding perceivable latency
- Enforced brand-safety and model-identity policy across every language and brand on a single control plane

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.