

# Operating Digital Platforms at Scale: Observability and Resilience

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# About Hilton



CONRAD

LXR

NO MAD



canopy

Hilton

CURIO  
COLLECTION

Graduate



TAPESTRY  
COLLECTION



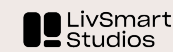
TEMPO

MOTTO



spark

HOMEWOOD  
SUITES



Hilton  
—CLUB—

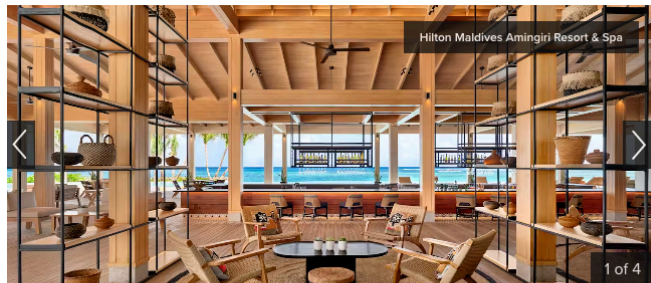
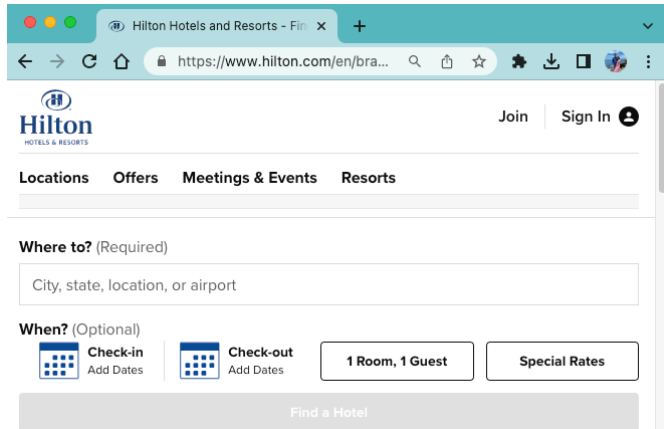
Hilton  
GRAND VACATIONS CLUB

Hilton  
VACATION CLUB



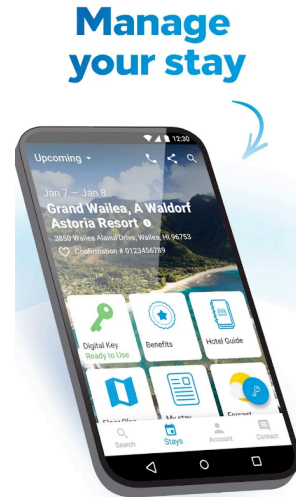
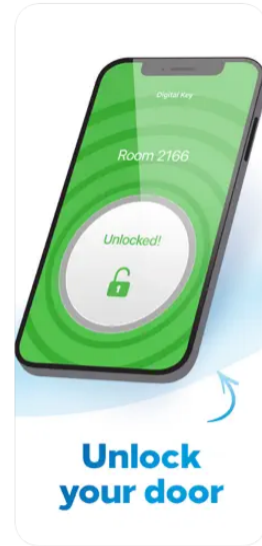
- Leading Global Hospitality company with portfolio of **24 world-class brands** comprising **8,400 properties** and **1.25 million rooms**
- Presence in over 140 countries and territories
- Welcomed over 3 Billion guests in its more than 100-year history
- More than 210 Million Hilton Honors members

# Hilton Channels

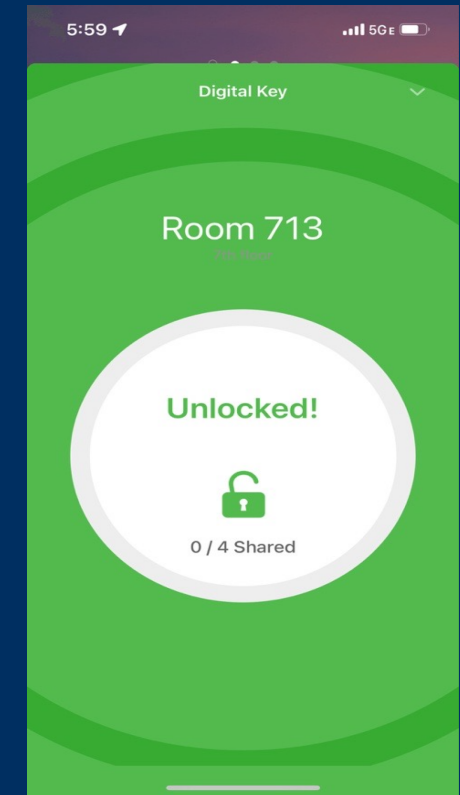
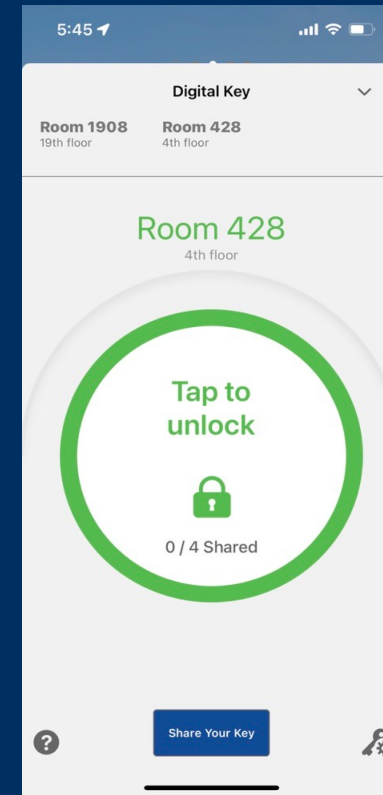
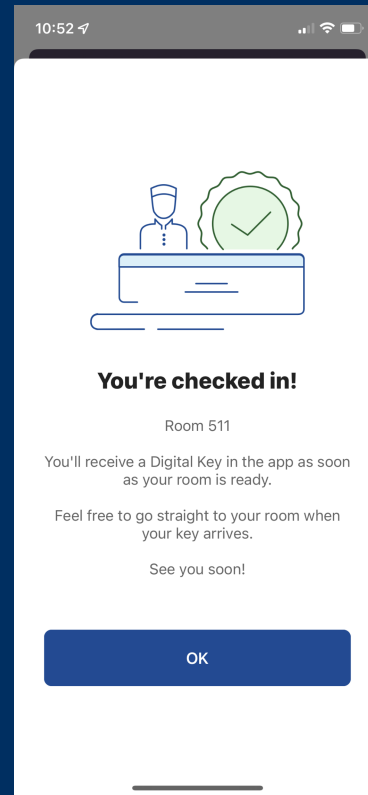
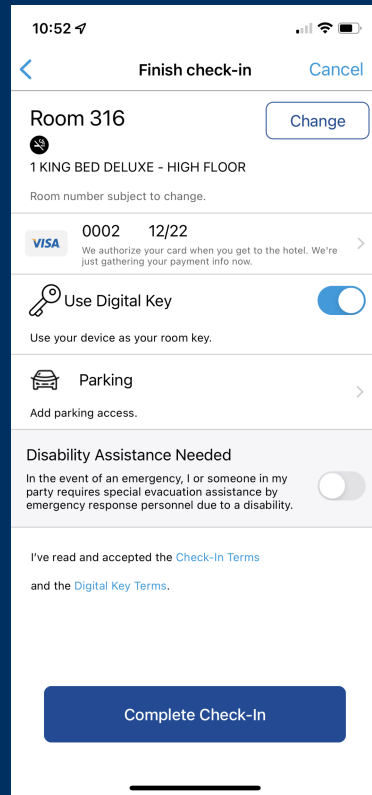
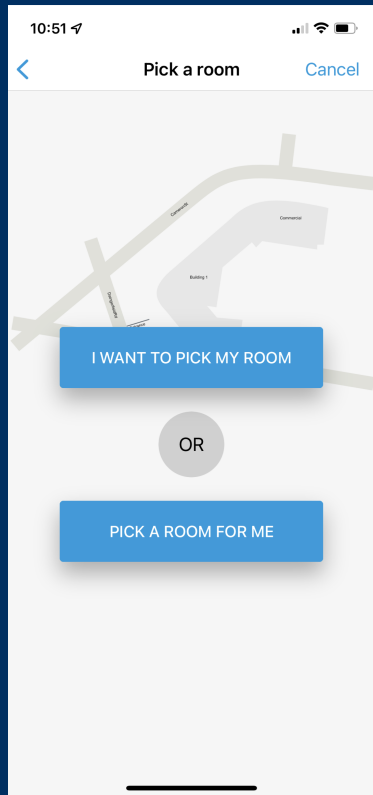


## A tropical island escape

Surrounded by lush greenery and turquoise waters, our tropical island resort provides gives you a relaxing stay to make you feel at home. Enjoy our beach, private pools in our overwater villas, spa and several onsite



# Digital Check-In, Digital Key & Choose your room



# AI Stay Planner



Where to? (Required)  
Search for a destination

Check-in  
Add dates

Check-out  
Add dates

1 room, 1 guest



Earn Hilton Honors Bonus Points on everyday purchases.

Create your ideal stay with AI! [Try our AI Planner](#)

## Explore the world with Hilton

### Browse by feature



Indoor Pool



Beach



Outdoor Pool

Language: English   Your Stays   Hi, Lauren

### AI Planner

New chat

Agent

Plan your next trip with Hilton's AI stay planner. Ask for help to find the perfect destination, amenities, or deals.

Agent

Try something like:

*"I want to stay in the Caribbean this summer with free Wi-Fi."*

*"Show me ski resorts near Hilton hotels"*

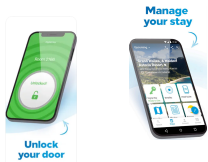
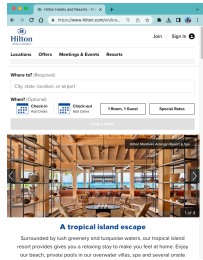
*"Where can I stay during peak cherry blossom season?"*

This is an automated chatbot. You acknowledge that all responses are AI-generated and may produce inaccurate or incomplete information. Any hotel booking you make will be subject to the terms and conditions of that reservation. For more information, please refer to our [Site Usage Agreement](#).




Do not enter personal or confidential information into this chatbot. By using this service, you consent to the recording of this chat session and use of submitted information by Hilton and our service providers consistent with the [Hilton Global Privacy Statement](#).


Type a response...

# Hilton API Platform as a Backbone to Digital Experiences



## Hilton Core API Platform

-  **WSO2**
-  **Identity Platform**
-  **API Platform**



Partners

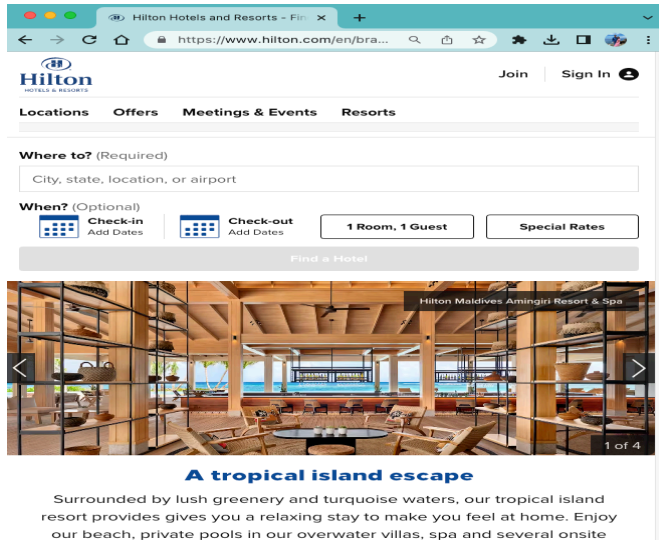


Customer Apps and Users



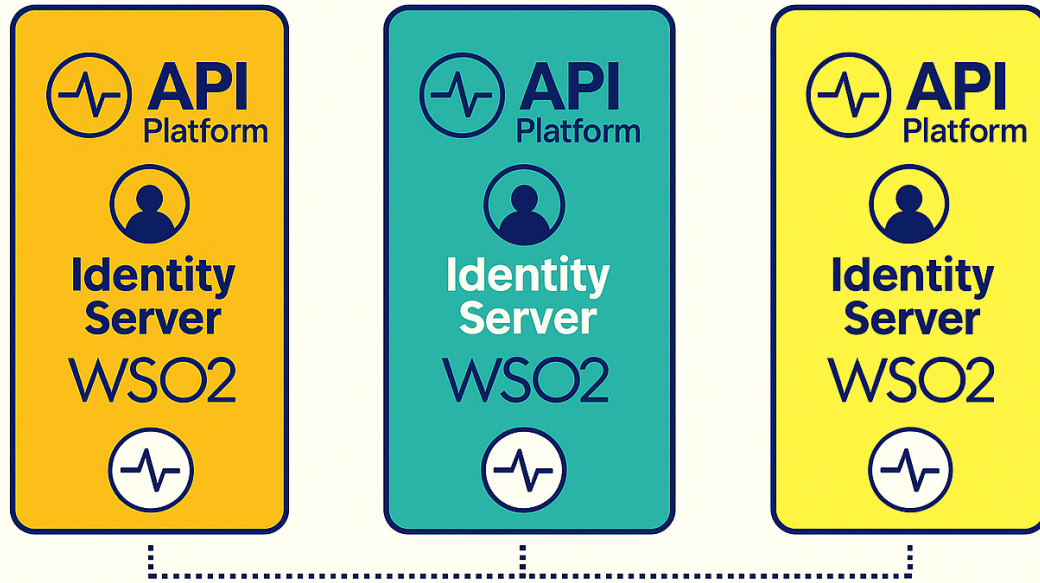
Corporate and Hotel Users

# Single Platform, Multiple Trust Realms



Each realm represents a separate trust boundary with its own users and access patterns

# Unified Deployment with Logical Isolation



- Achieved logical separation by decoupling core components:
  - API Manager Gateway (GW) pods per realm
  - Identity Server pods per realm
- Benefits of this design:
  - Independent scaling per realm
  - Improved fault isolation
  - Easier configuration and policy management

# Operating at scale with Confidence

**1.5**  
API call daily  
**Billion**

**25000**  
TPS Peak

**250 Million**  
Honors Members

**600K**  
Identities

**140K**  
Authentications daily

**3 Million**  
Daily logins

**140**  
Countries (Global scale)

# Operating at scale with Confidence

Cloud-native

Strong CI/CD pipelines

Unified Dashboards

Scalable, Resilient



CIAM observability



Telemetry based observability

Access Governance

Throttling, Rate limiting

Thank you

*For the Stay*<sup>™</sup>

Hilton

®