# ORACLE

# Oracle Customer Edge Summit

**April 12–14 2026 | JW Marriott, Austin, TX**

## General Program Agenda

### Sunday, April 12th

| TIME (CDT) | TITLE | LOCATION |
|---|---|---|
| 1:00pm – 6:00pm | **Registration** | JW Grand Ballroom Foyer |
| 4:30pm – 6:00pm | **Sponsor Solutions Gallery, Oracle Product Demos and Industry Suites Showcase Meet & Greet - Reception** | JW Grand Ballroom Foyer and Lone Star Foyer |

### Monday, April 13th

| TIME (CDT) | TRACK | LOCATION |
|---|---|---|
| 7:00am – 5:00pm | **Registration** | JW Grand Ballroom Foyer |
| 7:00am – 8:15am | **Breakfast** | Lone Star Foyer |
| 8:30am – 9:00am | **Opening Keynote:  AI Changes Everything (1151)**<br><br>Welcome to the Oracle Customer Edge Summit! While AI is reshaping business, the infrastructure industries are in many ways shaping AI. In this session, we'll discuss infrastructure growth and its implications across the engineering, construction, and utilities industries, the ways in which AI is changing the ways in which we approach the work, take a deep dive into some of Oracle's latest AI-driven innovation, and much more.<br><br>**Opening Comments and Emcee:** Rose Spicer, VP Industry Marketing, Oracle<br><br>**Oracle Presenters:** Andrew De La Torre, SVP, Technology - Infrastructure Industries and Matt Beal, SVP, Development, Oracle | JW Grand Ballroom |

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| 9:00am – 9:45am | **Construction and Engineering Industry Keynote:  Empowering AI-driven innovation for engineering and construction (1153)**<br><br>**Customer Presenter:** Lee West, ERP Manager, Gilbane<br><br>**Oracle Presenter:** Ryan Kunisch, VP Global Strategy Engineering and Construction, Oracle | JW Grand Ballroom |
| 9:45am – 10:15am | **Break** | |
| 10:15am – 11:00am | **Utility Industry Keynote: Empowering AI-driven innovation for utilities  (1152)**<br>**Customer Presenters:** Vidya Rangachar, VP Transformation, CPS Energy and<br>Jeremy Turner, Chief Administrative Officer, Delta Utilities<br><br>**Oracle Presenters:** Paul McDonald, SVP, Development, and James Steadman, Global Head of Utilities Product Strategy, Oracle | JW Grand Ballroom |
| 11:00am – 11:30am | **Keynote Address (1167)** Mike Sicilia, CEO, and Rodger Smith, EVP Industries, Oracle | JW Grand Ballroom |
| 11:30am – 12:00pm | **Transition to lunch and Visit the Sponsor Solutions Gallery, Oracle Product Demos and Industry Suites Showcase** | JW Grand Ballroom Foyer and Lone Star Foyer |
| 11:30am – 1:00pm | **Lunch** | JW Grand Ballroom |
| 1:00pm – 1:45pm | **Unify processes and data to enable insight-driven project and asset performance (1129)** | CE Customer Success Track<br>Lone Star E |
| | **How Burns & McDonnell is Working with Oracle to Operationalize AI and Accelerate Digital Adoption in Construction (1136)** | CE Industry Insights Track<br>Lone Star H |
| | **Product Strategy & Vision - Oracle Textura Payment Management (1120)** | CE Product Vision Track<br>Room 304 |
| | **Energizing What's Next: Oracle's Vision for Modern Utility Customer Engagement (1162)**<br>**\*\*1:00 – 2:45pm** | Customer Engagement & Experience<br>Lone Star F |
| | **How's the Weather up there? Real Life from the Cloud - Live Utility SaaS Customer Experience Pane (1115)** | Customer Service & Billing Track<br>Lone Star D |

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| | **Roadmap: Work and Asset Management for Utilities (1010)** | Utility Asset Track<br>Lone Star B |
| | **Grid Management Roadmap (1093)** | Grid Management Track<br>Lone Star G |
| | **Metering Customer and Product Updates, and Roadmap Insights (1103)**<br>**\*\*1:00pm – 2:30pm** | Metering Track<br>Lonestar C |
| | **Deloitte Consulting Partner Session:**<br>**Driving Utility Transformation Through Strategic Collaboration: Oracle and PowerPlan Delivering Success Across North America (1109)** | Intelligent Business Track Premier Sponsor<br>Room 301 |
| | **Enterprise SaaS - Roadmap & Strategy (1080)** | Innovation Edge Track<br>Room 403 |
| | **Transformer Health Monitor: AI at the Edge with Oracle Cloud (1055)** | Innovation Edge Track<br>Lone Star A |
| 2:00pm – 2:45pm | **Future Proofing your planning and scheduling practice with Oracle Primavera Cloud: 4 customers share their stories (1130)** | CE Customer Success Track<br>Lone Star E |
| | **Project Controls in the Age of AI: How Insight and Automation Are Improving Collaboration, Decision-Making, and Predictability (1137)** | CE Industry Insights Track<br>Lone Star H |
| | **Oracle Textura - Town Hall (1125)** | CE Product Vision Track<br>Room: 304 |
| | **True 360: The Utilities AI Data Platform (1024)** | *Combined session* Customer Service & Billing and Innovation Edge Tracks<br>Lone Star D |
| | **Fusion Field Service Strategy and Roadmap (1016)** | Field Service Track<br>Lone Star A |

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| | **Essential Energy Case Study: Planning long range work on long, long powerlines (1053)** | Utility Asset Track<br><br>Lone Star B |
| | **25.12 Release Review and Roadmap (1094)** | Grid Management Track<br><br>Lone Star G |
| | **Back to the Fusion! (Part 1) A Time-Traveling Journey Though Cloud Transformation (1008)** | Intelligent Business Track<br><br>Room 301 |
| | **Enterprise SaaS - Leveraging OCI Logging & Monitoring for Performance Analysis (1083)** | Innovation Edge Track<br><br>Room 403 |
| 2:45pm – 3:15pm | **Break & Visit the Sponsor Solutions Gallery,<br>Oracle Product Demos and Industry Suites Showcase** | JW Grand Ballroom Foyer and Lone Star Foyer |
| 3:15pm – 4:00pm | **Innovative Solutions to Common Industry Challenges: How Organizations Are Maximizing Their Investment in Textura (1131)** | CE Customer Success Track<br><br>Room 301 |
| | **KPMG Partner Session<br>From Insight to Impact: Leveraging AI in Project-Centric Organizations (1077)** | CE Industry Insights Premier Track Sponsor<br><br>Lone Star H |
| | **Vertex Partner Session (track sponsor for Intelligent Business Operations)<br>Transforming Finance and Operations with Oracle and Vertex (1091)** | Intelligent Business Track Sponsor<br><br>Lone Star B |
| | **Product Strategy & Vision - Oracle Primavera Unifier (1122)** | CE Product Vision Track<br><br>Room 304 |
| | **The Oracle Customer Platform Vision (1102)** | *Combined session* Customer Engagement & Experience, Customer Service & Billing and Metering Tracks<br><br>Lone Star D |

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| | **Accenture Diamond Partner Session:** **Delta Utilities: Oracle Cloud Implementation (1076)** | *Combined session* Field Service, Utility Asset and Intelligent Business Tracks Lone Star E |
| | **Empowering Utilities with Integrated AI-Driven Data Solutions on Oracle's Cloud Infrastructure (1160)** | Grid Management Track Lone Star G |
| | **From Data to Decisions: Select AI Agent with RAG in Oracle Database 26ai (1029)** | Innovation Edge Track Room 403 |
| | **Oracle Utilities and Fusion AI Data Platforms Unify Utility Data (1022)** | Intelligent Business Track Lone Star F |
| | **Rethinking the App Stack in the Age of AI (1007)** | Innovation Edge Track Lone Star C |
| | **PwC Diamond Sponsored Session** **Scaling AI Together: Utilities, Construction, and the Data Center Race** | Innovation Edge Diamond Track Sponsor Lone Star A |
| 4:15pm – 5:00pm | **BHE transforms their companies by standardizing on Oracle ERP, Utilities, and Construction and Engineering solutions (1123)** | *Combined session* CE Customer Success, Intelligent Business, CE Industry Insights and CE Product Vision Tracks Lone Star E |
| | **The Power of Persuasion: The Role of Human Behavior in Virtual Power Plants (1143)** | Customer Engagement & Experience Track Lone Star F |
| | **TMG Partner Session:** **Smarter Bills, Happier Customers: How AI is driving Customer Experience (1113)** | Customer Service & Billing Track Sponsor Lone Star D |
| | **From Planning to Execution: FFS in the Oracle Utilities Industry Solution Suite (1069)** | Field Service Track Lone Star A |

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| | **How St Pete is using what's typically for utilities for the whole city (1031)** | Utility Asset<br><br>Lone Star B |
| | **Abjayon Partner Session: Portland General Electric's Outage Management System Upgrade (1096)** | Grid Management Track Sponsor<br><br>Lone Star G |
| | **Smart Water Metering: AMI Innovations, AI Use Cases, and Strategies for Water Utilities (1105)** | Metering Track<br><br>Lone Star C |
| | **Transforming the Future: Southern Star Central Gas's Success Story (1017)** | Intelligent Business Track<br><br>Room 301 |
| | **Smarter Field Ops: Oracle GenAI for Energy & Water Utilities (1027)** | Innovation Edge Track<br><br>Room 403 |
| | **Join Crusoe as they pioneer an energy-first approach to building and managing hyperscale AI factories (1163)** | CE Product Vision Track<br><br>Room 304 |
| 5:30pm – 7:00pm | **Welcome Reception: Join us on the Pool Deck and immerse yourself in the Austin culture!  This will be an amazing evening filled with plenty of food and drinks. Dress casual!**<br><br>• Live music, good vibes: enjoy the Jordan Mathew Young Band, proudly sponsored by **CMC Project Solutions**.<br>• A Texas-style toast starts here: bourbon tastings at the **KPMG** station.<br>• **Alithya** invites you to make your mark—custom brand a leather item and take home a keepsake.<br>• Espresso yourself: try the Vertexpresso Martini, courtesy of **Vertex.**<br>• Ready for a little agave adventure? Join **Accenture** at the margarita sampler station.<br>• Unplug and enjoy—live cigar rolling, hosted by **Paymentus** at the cabana. | Level 5: Pool Deck |

**Tuesday, April 14th**

| TIME (CENTRAL) | TRACK | LOCATION |
|---|---|---|
| 7:00am – 4:00pm | **Registration** | JW Grand Ballroom Foyer |
| 7:00am – 8:15am | **Breakfast** | Lone Star Foyer |

| Time | Session | Location |
|---|---|---|
| 8:30am – 9:30am | **Opening Session: Empowering resilience: Celebrating our customers** | JW Grand Ballroom |
| 9:30am – 10:00am | **Visit the Sponsor Solutions Gallery, Oracle Product Demos and Industry Suites Showcase** | JW Grand Ballroom Foyer and Lone Star Foyer |
| 10:00am – 10:45am | **Broadpin Partner Session:**<br>**When projects run the business: Reimagining ETO with Oracle Primavera Cloud at the core (1025)** | CE Customer Success Track Sponsor<br>Lone Star E |
| | **Turning Ideas into Energy…How Ameren Powers Performance Improvements with an Enterprise Oracle Platform (1138)** | CE Industry Insights Track<br>Lone Star H |
| | **Enterprise-Grade AI: Go Beyond Chat and Automation in Textura (1135)** | CE Industry Insights<br>Lone Star A |
| | **Product Strategy & Vision - Oracle Aconex (1124)** | CE Product Vision Track<br>Room 304 |
| | **Agentic AI for Customer Self-Service: Instant Answers, Happier Customers (1114)** | *Combined session* Customer Engagement & Experience and Customer Service & Billing<br>Lone Star D |
| | **Connected Reliability: Mastering Customer Emergencies with CCS, WACS, and OFS (1057)** | *Combined session* Utility Asset and Field Service<br>Lone Star B |
| | **Grid Management Customer Panel (1097)** | Grid Management Track<br>Lone Star G |
| | **Meters from the cloud - Live Utility SaaS Meter Panel (1106)** | Metering Track<br>Lone Star C |
| | **Pattern Energy Asset Maintenance Solution (1050)** | Intelligent Business Track<br>Room 301 |

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| | **Infosys Sponsored Session**<br>**Infosys - AIDP for Utilities: Enabling AI Use Cases Across the Enterprise (1086)** | Innovation Edge Track Sponsor<br>Room 403 |
| | **Instant Impact: Accelerating Enterprise SaaS with Self-Service Control (1082)** | Innovation Edge Track<br>Lone Star F |
| 11:00am – 11:45am | **Upgrade project information management to power confident collaboration (1132)** | CE Customer Success Track<br>Lone Star E |
| | **Excellence in operations and patient care - Northwell Health integrates systems to improve data integrity, insights and performance.** | CE Customer Success Track<br>Lone Star F |
| | **Argano/Gaea Partner Session**<br>**Why Unified Data is Key to Advanced Work Packaging - and How to Get It Right (1139)** | CE Industry Insights Track Sponsor<br>Lone Star H |
| | **Product Strategy & Vision - Oracle Construction & Engineering Intelligence (1121)** | CE Product Vision Track<br>Room 304 |
| | **No Customer Left Behind: Affordability Strategies That Meet Customers Where They Are (1116)** | *Combined session* Customer Engagement & Experience and Customer Service & Billing<br>Lone Star D |
| | **OFS at BHE: Keeping Field Work Moving and connected to the Back Office (1075)** | Field Service Track<br>Lone Star A |
| | **Disruption to Continuity: Oracle Cloud Go-Live in the Midst of a Cyberattack (1059)** | Utility Asset Track<br>Lone Star B |
| | **AI in the Control Room (1099)** | Grid Management Track<br>Lone Star G |
| | **Ask the Experts: Solving Utilities' Biggest Challenges with Innovation and Best Practices (1107)** | Metering Track<br>Lone Star C |

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| | **HURON Partner Session:** <br> **Beyond the PMO: How a Digital Transformation Office Drives Agility at Duquesne Light Company (1070)** | Intelligent Business Track Premier Sponsor <br><br> Room 301 |
| | **Accelerating Innovation: Oracle Utilities Application Framework Roadmap (1081)** | Innovation Edge Track <br><br> Room 403 |
| 11:45am – 1:00pm | **Lunch** | JW Grand Ballroom |
| 1:00pm – 1:45pm | **Gain the Benefits of Full Lifecycle Project, Asset, and Operations Management (1140)** | *Combined session* <br> CE Customer Success and CE Industry Insights Tracks <br> Lone Star E |
| | **Product Strategy & Vision - Oracle Primavera Cloud Portfolio Management & Capital Planning (1126)** | CE Product Vision Track <br><br> Room 304 |
| | **Affordability Beyond Vulnerable Customers: A Layered Approach to Predict, Prevent, and Personalize Outreach for Every Customer (1146)** | Customer Engagement & Experience Track <br><br> Lone Star F |
| | **AI Call Center Automation (1117)** | Customer Service & Billing Track <br><br> Lone Star D |
| | **Improving field service using "Where's my tech" functionality in OFS (1090)** | Field Service Track <br><br> Lone Star A |
| | **Anticipate, Assess, Act: Proactive Asset Management (1067)** | Utility Asset Track <br><br> Lone Star B |
| | **Under The Magnifying Glass: How FLISR and Powerflow Exposed our Hidden Grid Realities (1161)** | Grid Management Track <br><br> Lone Star G |
| | **Top 10 Metering trends to unlock value from AMI data (1108)** | Metering Track <br><br> Lone Star C |
| | **CPS Energy's Journey to the Cloud - Progress to date (1042)** | Intelligent Business Track <br><br> Room 301 |

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| | **From Smart Meter Data to Predictive Grid Operations: Oracle AI Data Platform for Utilities (1159)** | Innovation Edge Track<br><br>Room 403 |
| 1:00pm – 3:00pm | **Optional Workshop**<br><br>**Interactive Agentic AI Workshop: Reimaging our Work Experience with AI Agents (1095)** | Innovation Edge Track<br><br>Lone Star H |
| 2:00pm – 2:45pm | **The Data, Insights, and AI Journey - Improving Project Outcomes and Asset Performance (1133)** | *Combined session* CE Customer Success and CE Industry Insights Tracks<br><br>Lone Star E |
| | **Product Strategy & Vision - Oracle Primavera Cloud (1127)** | CE Product Vision Track<br><br>Room 304 |
| | **How Opower Innovates: Inside our Test and Learn Program (1148)** | Customer Engagement & Experience Track<br><br>Lone Star F |
| | **PG&E's complex billing journey: Powered by data visualization best practices (1119)** | Customer Service & Billing Track<br><br>Lone Star D |
| | **Old Ways, New Tools: Implementing OFS Application Adoption (1073)** | Field Service Track<br><br>Lone Star A |
| | **Anaheim Public Utility's Journey from Fragmented Systems to Integrated Asset Management with WACS & OFS (1049)** | Utility Asset Track<br><br>Lone Star B |
| | **Customer program management and DERMS (1100)** | Grid Management Track<br><br>Lone Star G |
| | **From Data to Action: Empowering Utilities with MDM Analytics & AI (1166)** | Metering Track<br><br>Lone Star C |
| | **Exelon's Journey to a Fully Integrated Oracle Cloud (1064)** | Intelligent Business Track<br><br>Room 301 |
| | **Cloud Integrations - Journey to the Future (1079)** | Innovation Edge Track |

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| 2:45pm – 3:15pm | **Break & Visit the Sponsor Solutions Gallery, Oracle Product Demos and Industry Suites Showcase** | JW Grand Ballroom Foyer and Lone Star Foyer |
| 3:15pm – 4:00pm | **Beyond implementation: Managed services as your partner to successful adoption, results, and self-sufficiency (1134)** | CE Customer Success Track<br>Lone Star E |
| | **Lean In: The Value of Short-Interval Planning Across Project- and Asset-Intensive Industries (1141)** | Industry Insights Track<br>Lone Star H |
| | **AI Innovation Across the Construction & Engineering Suite (1128)** | CE Product Vision Track<br>Room 304 |
| | **Delivering Watt's Next: Road-Tested Tactics for Modern Energy Efficiency (1142)** | Customer Engagement Track<br>Lone Star F |
| | **Expediting ToDo resolution with AI (1118)** | Customer Service & Billing Track<br>Lone Star D |
| | **Accelerating Utility Integrations with AI Powered Enablement (1068)** | Field Service Track<br>Lone Star A |
| | **Navigating SaaS Upgrades: Customer Perspectives and Best Practices (1038)** | Utility Asset Track<br>Lone Star B |
| | **Oracle Utilities Network Management System on Oracle Cloud Infrastructure (1098)** | Grid Management Track<br>Lone Star G |
| | **Red Clay: Customer Spotlight: Calgary, Lakeland, and the Path to Operational Value (1104)** | Metering Track Sponsor<br>Lone Star C |
| | **Smarter Work Starts Here-Practical Value Without the Buzzwords (1110)** | Intelligent Business Track<br>Room 301 |
| | **AI-Powered Digital Twins for Smarter Utility Infrastructure (1054)** | Innovation Edge Track<br>Room 403 |

| 4:15pm – 5:00pm | SCADA Commissioning (1101) | Grid Management Track<br><br>Lone Star G |
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| | Global Water: The intersection of water service and technology from our customers around the world (1112) | Customer Service & Billing Track<br><br>Lone Star D |
| | Taking Care of Business: How Utilities are Winning with Business Customer Engagement and What's Next (1147) | Customer Engagement & Experience Track<br><br>Lone Star F |
| | BOSS Sponsored Session:<br>Meter Data at the Core: How Cedar Falls Utilities Is Building a Cloud-Ready MDM Foundation with Oracle C2M on OCI (1156) | Metering Track<br>Lone Star C |