

Oracle Utilities Customer Edge Conference

March 18-19, 2019
Hyatt Regency Austin, TX

PROGRAM GUIDE

#CustomerEdge2019

Event Schedule At a Glance:

Sunday, March 17, 2019

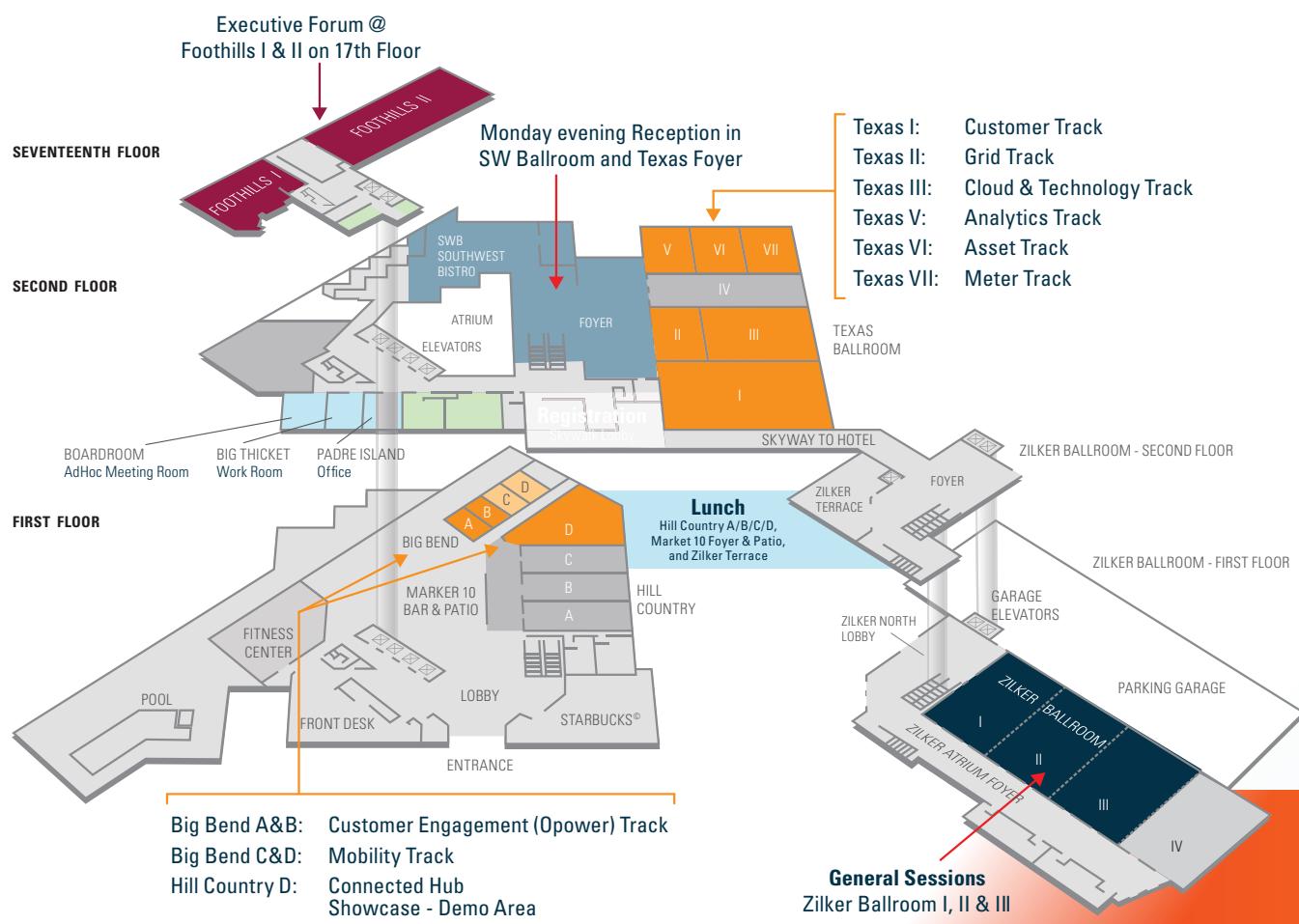
2:00 p.m. – 6:30 p.m. Registration Texas Foyer - 2nd level

Monday, March 18, 2019

8:00 a.m. – 8:45 a.m.	Networking Breakfast	Zilker I, II & III
8:45 a.m. – 10:45 a.m.	General Session	Zilker I, II & III
11:00 p.m. – 5:00 p.m.	Track Sessions	
12:00 p.m. – 1:00 p.m.	Lunch	Zilker Terrace, Hill Country A/B/C/D, and Marker 10 & Patio
5:30 p.m. – 7:30 p.m.	Reception	Texas Foyer and SW Bistro 2nd Level

Tuesday, March 19, 2019

8:00 a.m. – 8:45 a.m.	Networking Breakfast	Zilker I, II & III
9:00 a.m. – 9:50 a.m.	General Session	Zilker I, II & III
12:00 p.m. – 1:00 p.m.	Lunch	Zilker Terrace, Hill Country A/B/C/D, and Marker 10 & Patio
10:00 a.m. – 5:00 p.m.	Track Sessions	



Wk Custo Conferen Edge

Oracle Utilities Customer Edge Conference is our primary annual customer event. Teams across Oracle Utilities come together to showcase product updates, facilitate networking, and nurture a deep understanding of our customers and how we can meet their technology needs. Many Oracle Utilities User Groups co-locate their annual meetings immediately following the Customer Edge Conference.

New to the 2019 Customer Edge Conference – the **Executive Edge Forum!**

This is an invitation-only forum designed for utility customer executives, hosted by Oracle Utilities executives, with a unique agenda.

Program guide pages 4-13 highlight the solution-specific agenda tracks for the larger Customer Edge Conference.



Executive Edge Forum Agenda

TIME	TITLE	LOCATION
MONDAY, MARCH 18		
8:00 a.m. – 8:30 a.m.	Networking Breakfast	Zilker I, II, and III
8:45 a.m. – 10:45 a.m.	Innovate with Intent: Preparing for Tomorrow's Utility Industry	Zilker I, II, and III
11:00 a.m. – 11:50 a.m.	The Future of the Connected Utility	Hill Country D
12:00 p.m. – 1:00 p.m.	Lunch	Zilker Terrace, Hill Country A/B/C/D, and Marker 10 & Patio
1:00 p.m. – 1:15 p.m.	Welcome and Introductions	Foothills I & II – 17th Floor
1:15 p.m. – 2:50 p.m.	The Future of Your Business: Tracking Trends Impacting the Industry <i>Sponsored by Accenture</i>	Foothills I & II – 17th Floor
3:00 p.m. – 3:50 p.m.	Innovation and Resilience <i>Sponsored by PwC</i>	Foothills I & II – 17th Floor
4:00 p.m. – 4:45 p.m.	Simplifying the Journey to Cloud <i>Sponsored by Red Clay</i>	Foothills I & II – 17th Floor
4:45 p.m. – 5:00 p.m.	Wrap Up: Setting a Course for Action	Foothills I & II – 17th Floor
5:30 p.m. – 7:30 p.m.	Reception	Southwest Bistro and Texas Foyer—Second Floor
TUESDAY, MARCH 19		
8:00 a.m. – 8:45 a.m.	Networking Breakfast	Zilker I, II, and III
9:00 a.m. – 9:50 a.m.	Oracle Utilities Technology Update: Reliable + Agile	Zilker I, II, and III
10:00 a.m. – 10:50 a.m.	Trends, Challenges, and Opportunities: The Regulatory Trends We're Tracking	Foothills I & II – 17th Floor
11:00 a.m. – 11:50 a.m.	Next Up for Data: Machine Learning and AI Push Utility Analytics Further	Foothills I & II – 17th Floor
12:00 p.m. – 1:00 p.m.	Lunch	Zilker Terrace, Hill Country A/B/C/D, and Marker 10 & Patio
1:00 p.m. – 5:00 p.m.	Departures or welcome to attend any of the track sessions	

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Analytics Track Agenda

TIME	TITLE	LOCATION
MONDAY, MARCH 18		
8:00 a.m. – 8:30 a.m.	Networking Breakfast	Zilker I, II, and III
8:45 a.m. – 10:45 a.m.	Innovate with Intent: Preparing for Tomorrow's Utility Industry	Zilker I, II, and III
11:00 a.m. – 11:50 a.m.	Analytics and Data Science Roadmap	Texas V
12:00 p.m. – 1:00 p.m.	Lunch	Zilker Terrace, Hill Country A/B/C/D, and Marker 10 & Patio
1:00 p.m. – 1:50 p.m.	New Features: Analytics Insights and DataRaker	Texas V
2:00 p.m. – 2:50 p.m.	What Data Science and Deep Machine Learning Tell Us About Your Home	Texas V
2:50 p.m. – 3:10 p.m.	Break	
3:10 p.m. – 4:00 p.m.	Analytic Solutions for Electric Vehicle Detection and Distributed Energy Resources	Texas V
4:10 p.m. – 5:00 p.m.	Next-Generation Theft Detection	Texas V
5:30 p.m. – 7:30 p.m.	Reception	Southwest Bistro and Texas Foyer—Second Floor
TUESDAY, MARCH 19		
8:00 a.m.–8:45 a.m.	Networking Breakfast	Zilker I, II, and III
9:00 a.m. – 9:50 a.m.	Oracle Utilities Technology Update: Reliable + Agile	Zilker I, II, and III
10:00 a.m. – 10:50 a.m.	Panel: Analytics Program Best Practices	Texas V
11:00 a.m. – 11:50 a.m.	Grid-Focused Data Science	Texas V
12:00 p.m. – 1:00 p.m.	Lunch	Zilker Terrace, Hill Country A/B/C/D, and Marker 10 & Patio
1:00 p.m. – 1:50 p.m.	Analytics Visualization and Discovery Deep Dive	Texas V
2:00 p.m. – 2:50 p.m.	The Secret Sauce of a Successful Analytics Implementation <i>Sponsored by HEXstream</i>	Texas V
2:50 p.m. – 3:10 p.m.	Break	
3:10 p.m. – 4:00 p.m.	Advancing the Test-and-Learn Agenda at Oracle Utilities	Texas V

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Asset Track Agenda

TIME	TITLE	LOCATION
MONDAY, MARCH 18		
8:00 a.m. – 8:30 a.m.	Networking Breakfast	Zilker I, II, and III
8:45 a.m. – 10:45 a.m.	Innovate with Intent: Preparing for Tomorrow's Utility Industry	Zilker I, II, and III
11:00 a.m. – 11:50 a.m.	Looking Ahead: Asset Management Innovations Shaping Tomorrow's Operations	Texas VI
12:00 p.m. – 1:00 p.m.	Lunch	Zilker Terrace, Hill Country A/B/C/D, and Marker 10 & Patio
1:00 p.m. – 1:50 p.m.	What's Next: The Future of Work and Asset Management Functionality	Texas VI
2:00 p.m. – 2:50 p.m.	Beyond the Hype: How Cloud Innovation Transforms Work and Asset Management	Texas VI
2:50 p.m. – 3:10 p.m.	Break	
3:10 p.m. – 4:00 p.m.	Utility Perspective: Work and Asset Implementation Best Practices	Texas VI
4:10 p.m. – 5:00 p.m.	Upgrade and Service Acceleration Strategies	Texas VI
5:30 p.m. – 7:30 p.m.	Reception	Southwest Bistro and Texas Foyer—Second Floor
TUESDAY, MARCH 19		
8:00 a.m.–8:45 a.m.	Networking Breakfast	Zilker I, II, and III
9:00 a.m. – 9:50 a.m.	Oracle Utilities Technology Update: Reliable + Agile	Zilker I, II, and III
10:00 a.m. – 10:50 a.m.	Compliance: How Flexible Are You?	Texas VI
11:00 a.m. – 11:50 a.m.	Convenience and Flexibility with Oracle Utilities Work and Asset Management Mobile and Work Order APIs	Texas VI
12:00 p.m. – 1:00 p.m.	Lunch	Zilker Terrace, Hill Country A/B/C/D, and Marker 10 & Patio
1:00 p.m. – 1:50 p.m.	Setting Up for Success: Accelerating Your Upgrade or Implementation with the Oracle Utilities Work and Asset Management Template	Texas VI
2:00 p.m. – 2:50 p.m.	Operational Business Intelligence with Analytics Visualization and Discovery	Texas VI
2:50 p.m. – 3:10 p.m.	Break	
3:10 p.m. – 4:00 p.m.	Managing Work That Originates from the Customer	Texas VI
4:10 p.m. – 5:00 p.m.	Visualize Asset Operations with Geographic Information Systems Integration	Texas VI

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Cloud & Technology Track Agenda

TIME	TITLE	LOCATION
MONDAY, MARCH 18		
8:00 a.m. – 8:30 a.m.	Networking Breakfast	Zilker I, II, and III
8:45 a.m. – 10:45 a.m.	Innovate with Intent: Preparing for Tomorrow's Utility Industry	Zilker I, II, and III
11:00 a.m. – 11:50 a.m.	Oracle Utilities Cloud Vision and Strategy	Texas III
12:00 p.m. – 1:00 p.m.	Lunch	Zilker Terrace, Hill Country A/B/C/D, and Marker 10 & Patio
1:00 p.m. – 1:50 p.m.	Leveraging Best Practices to Pull the Most Value from Cloud	Texas III
2:00 p.m. – 2:50 p.m.	Defining Enterprise SaaS: What Should You Expect?	Texas III
2:50 p.m. – 3:10 p.m.	Break	
3:10 p.m. – 4:00 p.m.	Take Cloud Further with Value-Add Services	Texas III
4:15 p.m. – 5:00 p.m.	Cloud Integration Strategies	Texas III
5:30 p.m. – 7:30 p.m.	Reception	Southwest Bistro and Texas Foyer—Second Floor
TUESDAY, MARCH 19		
8:00 a.m.–8:45 a.m.	Networking Breakfast	Zilker I, II, and III
9:00 a.m. – 9:50 a.m.	Oracle Utilities Technology Update: Reliable + Agile	Zilker I, II, and III
10:00 a.m. – 10:50 a.m.	Tech Platform Roadmap Deep Dive	Texas III
11:00 a.m. – 11:50 a.m.	Data Privacy and Security Review	Texas III
12:00 p.m. – 1:00 p.m.	Lunch	Zilker Terrace, Hill Country A/B/C/D, and Marker 10 & Patio
1:00 p.m. – 1:50 p.m.	Machine Learning and In-Memory Computing Power in the Oracle Utilities Platform	Texas III
2:00 p.m. – 2:50 p.m.	Testing Best Practices	Texas III
2:50 p.m. – 3:10 p.m.	Break	
3:10 p.m. – 4:00 p.m.	Decision time: On-Prem Platform Maintenance Versus the Cloud <i>Sponsored by Emtec</i>	Texas III
4:10 p.m. – 5:00 p.m.	Technology Perspective: Preparing for the Cloud	Texas III

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Customer Engagement (Opower) Track Agenda

TIME	TITLE	LOCATION
MONDAY, MARCH 18		
8:00 a.m. – 8:30 a.m.	Networking Breakfast	Zilker I, II, and III
8:45 a.m. – 10:45 a.m.	Innovate with Intent: Preparing for Tomorrow's Utility Industry	Zilker I, II, and III
11:00 a.m. – 11:50 a.m.	Scott Neuman, GVP, Getting to Know You: Meet the Latest Customer Engagement Platform by Opower	Big Bend A&B
12:00 p.m. – 1:00 p.m.	Lunch	Zilker Terrace, Hill Country A/B/C/D, and Marker 10 & Patio
1:00 p.m. – 1:50 p.m.	Need for Speed: Strategy for Rapid CX Integration	Big Bend A&B
2:00 p.m. – 2:50 p.m.	What Data Science and Deep Machine Learning Tell Us About Your Home	Texas V
2:50 p.m. – 3:10 p.m.	Break	
3:10 p.m. – 4:00 p.m.	Analytic Solutions for Electric Vehicle Detection and Distributed Energy Resources	Texas V
4:10 p.m. – 5:00 p.m.	Analytics Insights for AMI	Texas VII
5:30 p.m. – 7:30 p.m.	Reception	Southwest Bistro and Texas Foyer—Second Floor
TUESDAY, MARCH 19		
8:00 a.m.–8:45 a.m.	Networking Breakfast	Zilker I, II, and III
9:00 a.m. – 9:50 a.m.	Oracle Utilities Technology Update: Reliable + Agile	Zilker I, II, and III
10:00 a.m. – 10:50 a.m.	Get Smart: How Utilities Use Meter Data to Engage Customers	Big Bend A&B
11:00 a.m. – 11:50 a.m.	Digital Self Service—Demo and Recent Enhancements	Texas I
12:00 p.m. – 1:00 p.m.	Lunch	Zilker Terrace, Hill Country A/B/C/D, and Marker 10 & Patio
1:00 p.m. – 1:50 p.m.	Digital Self Service—Roadmap	Texas I
2:00 p.m. – 2:50 p.m.	Understanding Business Customers: Using Data to Navigate the Customer Journey <i>Sponsored by FirstFuel</i>	Big Bend A&B
2:50 p.m. – 3:10 p.m.	Break	
3:10 p.m. – 4:00 p.m.	Advancing the Test-and-Learn Agenda at Oracle Utilities	Texas V
4:10 p.m. – 5:00 p.m.	Wrangling Peak: A New Approach to Time-of-Use Rates	Big Bend A&B

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FIRST FUEL

Customer Ops Track Agenda

TIME	TITLE	LOCATION
MONDAY, MARCH 18		
8:00 a.m. – 8:30 a.m.	Networking Breakfast	Zilker I, II, and III
8:45 a.m. – 10:45 a.m.	Innovate with Intent: Preparing for Tomorrow's Utility Industry	Zilker I, II, and III
11:00 a.m. – 11:50 a.m.	Customer Operations Roadmap	Texas I
12:00 p.m. – 1:00 p.m.	Lunch	Zilker Terrace, Hill Country A/B/C/D, and Marker 10 & Patio
1:00 p.m. – 1:50 p.m.	Customer Care and Billing / Customer to Meter 2.7 and 2.7 SP1 Enhancements	Texas I
2:00 p.m. – 2:50 p.m.	Oracle Utilities Customer Cloud Service Overview	Texas I
2:50 p.m. – 3:10 p.m.	Break	
3:10 p.m. – 4:00 p.m.	Best Practices for Moving to Oracle Utilities Customer Cloud Service	Texas I
4:10 p.m. – 5:00 p.m.	Payment Arrangement Request and Start / Stop Process Flow	Texas I
5:30 p.m. – 7:30 p.m.	Reception	Southwest Bistro and Texas Foyer—Second Floor
TUESDAY, MARCH 19		
8:00 a.m. – 8:45 a.m.	Networking Breakfast	Zilker I, II, and III
9:00 a.m. – 9:50 a.m.	Oracle Utilities Technology Update: Reliable + Agile	Zilker I, II, and III
10:00 a.m. – 10:50 a.m.	Options for a C2M Upgrade Implementation – Assessing Benefits and Risks Sponsored by Infosys	Texas I
11:00 a.m. – 11:50 a.m.	Digital Self Service—Demo and Recent Enhancements	Texas I
12:00 p.m. – 1:00 p.m.	Lunch	Zilker Terrace, Hill Country A/B/C/D, and Marker 10 & Patio
1:00 p.m. – 1:50 p.m.	Digital Self Service—Roadmap	Texas I
2:00 p.m. – 2:50 p.m.	Analytics Roadmap and Oracle Utilities Visualization and Discovery Overview	Texas I
2:50 p.m. – 3:10 p.m.	Break	
3:10 p.m. – 4:00 p.m.	Customer Operations Focus Group	Texas I

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Grid Track Agenda

TIME	TITLE	LOCATION
MONDAY, MARCH 18		
8:00 a.m. – 8:30 a.m.	Networking Breakfast	Zilker I, II, and III
8:45 a.m. – 10:45 a.m.	Innovate with Intent: Preparing for Tomorrow's Utility Industry	Zilker I, II, and III
11:00 a.m. – 11:50 a.m.	Grid Management Platform Overview and Roadmap	Texas II
12:00 p.m. – 1:00 p.m.	Lunch	Zilker Terrace, Hill Country A/B/C/D, and Marker 10 & Patio
1:00 p.m. – 1:50 p.m.	Aligning Operations and Engagement in a Customer-Centric Grid	Texas II
2:00 p.m. – 2:50 p.m.	Supporting the Distributed Energy Future	Texas II
2:50 p.m. – 3:10 p.m.	Break	
3:10 p.m. – 4:00 p.m.	Optimizing the Oracle Utilities Network Management System User Experience	Texas II
4:10 p.m. – 5:00 p.m.	Extending Field Access with Oracle Utilities Network Management System Operations Mobile Application	Texas II
5:30 p.m. – 7:30 p.m.	Reception	Southwest Bistro and Texas Foyer—Second Floor
TUESDAY, MARCH 19		
8:00 a.m.–8:45 a.m.	Networking Breakfast	Zilker I, II, and III
9:00 a.m. – 9:50 a.m.	Oracle Utilities Technology Update: Reliable + Agile	Zilker I, II, and III
10:00 a.m. – 10:50 a.m.	Looking Ahead: Innovation Driving the Future of Grid Management	Texas II
11:00 a.m. – 11:50 a.m.	LiveData Talks OT Message Bus <i>Sponsored by LiveData</i>	Texas II
12:00 p.m. – 1:00 p.m.	Lunch	Zilker Terrace, Hill Country A/B/C/D, and Marker 10 & Patio
1:00 p.m. – 1:50 p.m.	Oracle Utilities Network Management System Product Development Update	Texas II
2:00 p.m. – 2:50 p.m.	Oracle Utilities Network Management System Operational Dashboards	Texas II
2:50 p.m. – 3:10 p.m.	Break	
3:10 p.m. – 4:00 p.m.	The Latest Plans and Enhancements with Distribution Management	Texas II
4:10 p.m. – 5:00 p.m.	Utility Insights: Outage Management System-Switching Management and Safety Documents	Texas II

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Meter Ops Track Agenda

TIME	TITLE	LOCATION
MONDAY, MARCH 18		
8:00 a.m. – 8:30 a.m.	Networking Breakfast	Zilker I, II, and III
8:45 a.m. – 10:45 a.m.	Innovate with Intent: Preparing for Tomorrow's Utility Industry	Zilker I, II, and III
11:00 a.m. – 11:50 a.m.	Customer Conversations Panel: Metering Operations	Texas VII
12:00 p.m. – 1:00 p.m.	Lunch	Zilker Terrace, Hill Country A/B/C/D, and Marker 10 & Patio
1:00 p.m. – 1:50 p.m.	Meter Solutions Product Roadmap	Texas VII
2:00 p.m. – 2:50 p.m.	Settlements V2 Product Overview and Demonstration	Texas VII
2:50 p.m. – 3:10 p.m.	Break	
3:10 p.m. – 4:00 p.m.	Meter Solutions Product and Performance Updates and Demonstration	Texas VII
4:10 p.m. – 5:00 p.m.	Analytics Insights for AMI	Texas VII
5:30 p.m. – 7:30 p.m.	Reception	Southwest Bistro and Texas Foyer—Second Floor
TUESDAY, MARCH 19		
8:00 a.m.–8:45 a.m.	Networking Breakfast	Zilker I, II, and III
9:00 a.m.–9:50 a.m.	Oracle Utilities Technology Update: Reliable + Agile	Zilker I, II, and III
10:00 a.m.–10:50 a.m.	Realizing the Benefits of Advanced Metering Infrastructure with Triniti Consulting Sponsored by Triniti Consulting	Texas VII
11:00 a.m.–11:50 a.m.	Market Settlements Management Hands-on Session	Texas VII
12:00 p.m.–1:00 p.m.	Lunch	Zilker Terrace, Hill Country A/B/C/D, and Marker 10 & Patio
1:00 p.m.–1:50 p.m.	Best Practices for Moving to the Cloud	Texas VII
2:00 p.m.–2:50 p.m.	Updates: Oracle Utilities Customer to Meter and Cloud Services	Texas VII
2:50 p.m.–3:10 p.m.	Break	
3:10 p.m.–4:00 p.m.	Customer Case Study	Texas VII

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Mobility Track Agenda

TIME	TITLE	LOCATION
MONDAY, MARCH 18		
8:00 a.m. – 8:30 a.m.	Networking Breakfast	Zilker I, II, and III
8:45 a.m. – 10:45 a.m.	Innovate with Intent: Preparing for Tomorrow's Utility Industry	Zilker I, II, and III
11:00 a.m. – 11:50 a.m.	Mobility Insights: Operationalizing a Vision for the Future	Big Bend C&D
12:00 p.m. – 1:00 p.m.	Lunch	Zilker Terrace, Hill Country A/B/C/D, and Marker 10 & Patio
1:00 p.m. – 1:50 p.m.	Mobile Workforce Management Roadmap	Big Bend C&D
2:00 p.m. – 2:50 p.m.	The Latest Deep Dive in Mobile Workforce Management	Big Bend C&D
2:50 p.m. – 3:10 p.m.	Break	
3:10 p.m. – 4:00 p.m.	The New Mobile Communications Platform for Oracle Utilities Mobile Workforce Management	Big Bend C&D
4:10 p.m. – 5:00 p.m.	A Blueprint for the Future: Getting the Most Out of Your Field Service with Oracle Utilities	Big Bend C&D
5:30 p.m. – 7:30 p.m.	Reception	Southwest Bistro and Texas Foyer—Second Floor
TUESDAY, MARCH 19		
8:00 a.m.–8:45 a.m.	Networking Breakfast	Zilker I, II, and III
9:00 a.m. – 9:50 a.m.	Oracle Utilities Technology Update: Reliable + Agile	Zilker I, II, and III
10:00 a.m. – 10:50 a.m.	Oracle Field Service Cloud Overview and Roadmap	Big Bend C&D
11:00 a.m. – 11:50 a.m.	Comparing Mobile Solutions: Differences Between Oracle Field Service Cloud and Oracle Utilities Mobile Workforce Management	Big Bend C&D
12:00 p.m. – 1:00 p.m.	Lunch	Zilker Terrace, Hill Country A/B/C/D, and Marker 10 & Patio
1:00 p.m. – 1:50 p.m.	Integrating Utilities Applications with Oracle Field Service Cloud	Big Bend C&D
2:00 p.m. – 2:50 p.m.	Aligning Oracle Field Service Cloud with Geographic Information Systems	Big Bend C&D
2:50 p.m. – 3:10 p.m.	Break	
3:10 p.m. – 4:00 p.m.	Oracle Field Service Cloud Deep Dive Functional Overview	Big Bend C&D
4:10 p.m. – 5:00 p.m.	Configuring Oracle Field Service Cloud and Plug-in Capabilities	Big Bend C&D

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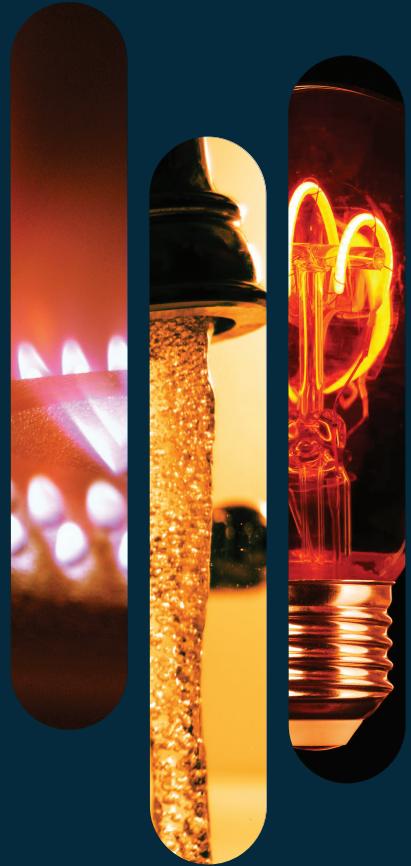
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