Oracle Energy and Water
Customer Edge 2022

Mobility Track Agenda

June 27–28, 2022 Grand Hyatt, Nashville, TN

Oracle Customer Edge is a unique forum that connects utility professionals to share lessons learned, best practices, and disruptive trends about the future of energy and water. Networking activities are also offered for a more relaxed atmosphere where you can make lasting connections with your peers, share advice on how to solve common issues, and stay relevant in today's rapidly changing industry.

Sunday, June 26, 2022

TIME (CDT)	TITLE	LOCATION
3:00pm – 7:00pm	**Registration**	Grand Hall D/E Foyer Level 2

Monday, June 27, 2022

TIME (CDT)	TRACK	LOCATION
6:45am – 5:00pm	**Registration**	Grand Hall D/E Foyer Level 2
8:00am – 8:45am	**Breakfast**	Grand Hall D/E Level 2
8:45am – 10:45am	**General Session:** Welcome to Customer Edge! In the general session we'll talk about what the future holds for the industry, we'll hear from industry leaders, and we'll take a look at some of the exciting product updates you won't want to miss this week. *Welcome & Introductions:* **Rodger Smith**, SVP & GM, Oracle Energy & Water & **Stacy Mill**, VP of IT & CISO, Nashville Electric Service (Host Utility) *Product Update:* **Brad Harkavy**, VP Oracle Utilities Products; **Christina Schueneman**, Director, Customer Solutions; **Dan Madigan**, Director, Product Management; **Jason Duncan-Wilson**, Sr. Director Architecture Strategy *Fireside Chat:* **Jamal Syed**, President & CEO, HEXStream (Platinum Sponsor) *Keynote Address:* **Jason Dorsey**, President, The Center for Generational Kinetics **Welcome Introduction by: Pam Glanvill**, President, TMG (Gold Sponsor)	Grand Hall D/E Level 2
11:00am – 5:00pm	**Innovation Hub:** Meet our Innovation Team! Enjoy immersive experiences that allow you to explore the future of water and energy. We will have virtual reality, augmented reality, model town, interactive self-guided demos, and much more! Plus, check out the EDGEnergy Quizzio dashboard results to see the leaders.	Level 2 lounge lobby (just off the elevators)

ORACLE

11:00am – 11:50am	**Oracle Field Service Strategy and Vision:** Join this session to learn how Oracle Field Service can help you achieve greater fieldwork productivity through prebuilt utility processes designed to meet the unique operational burdens facing modern utilities. (These include new asset types across "smarter" grids, increasing regulatory demands, and crew and customer safety requirements). *Presenters: John Ranalli, Sr. Manager Product Management & Paul Hesby, Solution Manager, Oracle*	Rail Yard C Level 4
12:00pm - 1:00pm	**Lunch**	Grand Hall D/E Level 2
1:00pm – 1:50pm	**Optimize Customer Experience and Increase Mobile Worker Efficiency:** Join this session to hear about how you can improve first-time resolutions and optimize customer experience with the use of new features that increase mobile worker efficiency through full and immediate access to all data. We will also provide an overview of Oracle Field Service, provide details about the latest releases, and outline upcoming functionality. *Presenters: John Ranalli, Sr. Manager Product Management, Oracle*	Rail Yard C Level 4
2:00pm - 2:50pm	**Disaster Response Challenges and Field Service: Is Your Utility Ready?:** Come see how Oracle Field Service can help you respond to emergency work. In this session, you'll learn how to fully manage your field operations from a mobile device—leveraging automation alongside manual assignments, gaining crew location visibility, and providing crews with the tools they need to collaborate effectively under challenging conditions. *Presenters: Bruce Kane, Master Principal Solution Consultant, John Ranalli, Sr. Manager Product Management & Paul Hesby, Sr. Solutions Manager, Oracle Utilities*	Railhead Level 4
3:10pm – 4:00pm	**Meeting Time:** Let's set up time with your peers or the Oracle team before you head to the Innovation Hub. Your account representative can help you set up meetings.	Level 2 lobby lounge
4:10pm – 5:00pm	**Innovation Workshops** • **Exceeding Customer Service Expectations through AI Digital Assistance** – *Presented by rSTAR Technologies - John Annarelli, Enterprise Account Manager & Vivek Ahuja, VP of Technology* • **Grid Load Monitoring for Grid Stability, Reliability, & Revenue Protection** – *Presented by Abjayon – Neeraj Data, President & Rohit Pareek, Vice President* • **Oracle NMS Mobile Application, Generation 2 & Product Roadmap –** *Presented by Fishbowl Solutions, Tim Gruidl, President*	Grand Hall B/C Level 2
5:30pm – 7:30pm	**Edge Reception: Join us for a fun evening filled with plenty of food and drinks with a Nashville flair. This will be outdoors so dress casual!**	5th Floor/ Outdoor Pool & 2nd Floor /Grand Hall Foyer

ORACLE

Tuesday, June 28, 2022

TIME (CDT)	TRACK	LOCATION
7:30am – 3:00pm	**Registration**	Grand Hall D/E Foyer Level 2
8:00am – 9:00am	**Breakfast**	Grand Hall D/E Level 2
9:00am – 9:50am	**General Session:** In Day 2's general session is focused on celebrating utilities successes and discussing the future of energy and water and how to drive innovation collaboratively. *Welcome:* **Vanessa Richter**, VP Sales, Opower, Oracle Energy & Water *Customer Recognition:* **Hillary Martin**, VP Product Strategy & Marketing *Industry Lab:* **Mike Ballard**, VP Industry Strategy *Design for the Future:* **Jod Kaftan**, Sr. Director, UX Design & Research *Fireside Chat: Designing for Smarter Cities:* **RJ Kumar**, President & CEO, ESC Partners (Platinum Sponsors) *Preparing for the changing industry from a security standpoint:* **Hafid Elabdellaoui,** VP Cybersecurity , Energy and Water	Grand Hall D/E Level 2
10:00am – 4:00pm	**Innovation Hub:** Meet our Innovation Team! Enjoy immersive experiences that allow you to explore the future of water and energy. We will have virtual reality, augmented reality, model town, interactive self-guided demos, and much more! Plus, check out the EDGEnergy Quizzio dashboard results to see the leaders.	Level 2 lounge lobby (just off the elevators)
10:00am – 10:50am	**Live Demo: The Mobile Experience—Supercharging Work Productivity in the Field:** Don't miss this live walk-through of how Oracle Field Service can help address the unique needs of utility fieldwork. Experience the ways in which a highly configurable user experience can transform traditionally painful change management issues. And learn about the intuitive functionality and personalized screens that can help your field workers hit the ground running. *Presenter: Bruce Kane, Master Principal Solution Consultant, Oracle*	Rail Yard C Level 4
11:00am – 11:50am	**Meeting Time:** Let's set up time with your peers or the Oracle team before you head to the Innovation Hub. Your account representative can help you set up meetings.	Level 2 lobby lounge
12:00pm – 1:00pm	**Lunch**	Grand Hall D/E Level 2
1:00pm – 1:50pm	**Oracle Utilities Mobile Workforce Management (MWM) User Group Q&A:** Come join this breakout session for a focused discussion on Oracle Utilities MWM-related support topics. (For existing MWM customers.) *Presenter: Jon Jeffrey, Software Development Director, Oracle*	Rail Yard C Level 4
2:00pm - 2:50pm	**Integrated Network and Field Management: Flex Ops and Outage Mobile Application:** Learn about the latest features and capabilities	Summit C Level 4 *(Network Management and*

ORACLE

	of our powerful Flex Ops client and Outage Mobile Application platform, and Oracle Field Solution, now integrated with NMS. **Presenters:** *Russell Taylor, Principal Sales Consultant/Principal Grid Product Manager & Brett Doehr, Senior Principal Product Manager*	*Live Energy Connect Track Room)*

Connect with us

Call +**1.800.ORACLE1** or visit **oracle.com/utilities**. Outside North America, find your local office at: **oracle.com/contact**.

blogs.oracle.com/utilities   https://www.linkedin.com/company/oracle-energy-and-water   https://twitter.com/ORCLEnergyWater

ORACLE