

ORACLE

Oracle Energy and Water Customer Edge Conference

March 24–26, 2024 | JW Marriott, Austin, TX

Sponsored by:



Track Agenda – Technology and Cloud

Sunday, March 24

TIME (CDT)	TRACK	LOCATION
1:00pm – 6:00pm	Registration	Level 4: JW Grand Ballroom Foyer

Monday, March 25

TIME (CDT)	TRACK	LOCATION
7:00am – 5:00pm	Registration	Level 4: JW Grand Ballroom Foyer
7:30am – 8:15am	Breakfast	JW Grand Ballroom
8:30am – 10:00am	General Session: Empowering Service Welcome to Customer Edge! We'll begin each day together in energizing general sessions. Day one we're so excited to share with you all the things our team is working hard on to empower you! Join our team to learn more about our product strategy, new features, and capabilities for your team to use now, and the exciting things in store across our roadmap. In this session we'll dive deep into our customer platform and Opower updates, hear the latest on our data and analytics strategy, and hear directly from utility leaders about their biggest wins. Customer Presenters: Charles King, Senior Vice President, Chief Technology Officer, Evergy; Elena Johnston, Manager, Digital Products, Energy Engagement, Evergy; Shaun Rosemond, Director of Customer Experience, Southern Company; Leslie Finley, Director of Customer & Meter Data Management, Southern Company; Ted Henifin, Interim Third-Party Manager, JXN Water Presenters: Creighton Oyler, SVP & GM Oracle Energy and Water; Geng Lin, SVP Product Development and Product Management; Brad Harkavy, VP Product; Jason Duncan-Wilson, Sr. Director, Product Incubator; Jessica Bloom-Serber, Director, Product Management; James Steadman,	JW Grand Ballroom



	<i>Sr. Director, Product Management; Paul McDonald Sr. Director, Opower Industry Strategy and Vanessa Richter, VP Sales, Opower, Oracle</i>	
8:00am – 5:00pm	<p>Innovation Hub: Join us on a journey to the future of grid management, customer service engagement, field work safety and management and capital project management.</p> <ul style="list-style-type: none"> • Explore interactive AI-powered games across speech, vision, GenAI, and immersive VR using GenAI so you can "talk to an asset." • Learn how AI boosts call center efficiency and customer satisfaction. • Experience how DERMS and DACS, supported by digital twin technology, manages customer and utility devices. • Teleport and experience autonomous asset inspection using drones. • Learn how AI and IOT boosts asset reliability, productivity and safety in the future of field work. • Leverage data using AI to prioritize and execute capital projects. 	Level 4: JW Grand Ballroom Foyer
10:00am – 10:30am	<p>Networking Break: Innovation Hub: Join us for coffee, conversation, and hands-on exploration of the exhibits in the innovation hub. Exhibits include a variety of AI use cases, our latest Industry Lab projects, and exciting data analytics tools.</p>	Level 4: JW Grand Ballroom Foyer
10:30am – 12:00pm	<p>Roadmap: Oracle Utilities Application Framework (OUAF) and SaaS</p> <p>This session will review Energy and Water technology updates, including Oracle Utilities Application Framework, Utilities Testing Accelerator, and Enterprise SaaS. We'll cover updates from the past year, what we are working on now, and what we are planning for the future.</p> <p>Presenters: <i>Brian Owenson, Software Development Senior Director, Oracle and Brian Michel, Product Management Director, Oracle</i></p>	Tech & Cloud Track Level 3: Lonestar E
12:00pm – 1:00pm	Lunch	JW Grand Ballroom
1:00pm – 5:00pm	<p>Ask Us Anything: Cloud & Tech Office Hours</p> <p>Do you have specific questions about our cloud and technology solutions? Or a topic you'd like to discuss 1:1 with our subject matter experts? Schedule time with our Cloud & Tech Product Management team at Edge. Our team will be available to answer any questions you have during these office hours.</p> <p>Schedule a meeting or drop in during these hours.</p>	Level 3: Room 307
1:00pm – 1:50pm	<p>General Session: Empowering Transformation</p> <p>Will learning the latest AI innovations at Oracle get you out of that post-lunch haze? Join us in this afternoon general session to hear about exciting updates across our Oracle</p>	JW Grand Ballroom

	<p>Cloud Applications, including how Oracle is bringing generative AI right to your fingertips. We'll hear from customers about their own experiences with our solutions and discuss some of the biggest innovations we're seeing across industries Oracle serves.</p> <p>Customer Presenters: John Kochavatr, CIO and VP Customer and Digital Solutions, PGE and Terrence Robbins, SVP and CIO, STO Building Group</p> <p>Presenters: Jenny Lam, SVP, UX Design, Oracle; Rodger Smith, EVP and GM Infrastructure Industries, Oracle and Mike Sicilia, EVP Industries, Oracle</p>	
2:00pm -2:50pm	<p>Cloud & Technology Transformation- A Sustainable Approach to Modernize Utility Core Systems</p> <p>The utilities sector is undergoing a transformative shift propelled by technological advancements. Cloud and Technology Transformation provides utilities with digital adoption in Customer Technologies, Asset Technologies, Operation Technologies, and Back Office Enterprise. The Wipro delivered cloud and technology transformation track provides insights into Wipro's experience in delivering such transformation programs resulting in – Reduced Cost of Ownership, Faster Time to Market and Innovation of new products and services and Regulatory Compliance.</p> <p>Customer Presenter: Greg Dunavant, Vice President of Customer Operations, Gas South</p> <p>Presenter: Puneet Mohan, General Manager and Head of Utilities, Engineering and Construction Clients USA, Wipro</p>	Tech & Cloud Track Level 3: Lonestar E
2:50pm – 3:10pm	Afternoon Break	Level 3: Lonestar Foyer
3:10pm – 4:00pm	<p>Roadmap: Cloud Integrations</p> <p>Join Cross Solution team leaders to learn about the latest integration strategy and releases. We will also discuss Oracle Integration Cloud 3 new features, upgrade and customization.</p> <p>Presenters: Vicky Feldman, Product Management Director, Oracle and Natalie Leykin, Product Development Senior Director, Oracle</p>	Tech & Cloud Track Level 3: Lonestar E
4:10pm – 5:00pm	<p>Roadmap: Redwood + Why it matters</p> <p>Oracle Energy and Water is progressively rolling out this new experience across the portfolio of applications as part of an Oracle-wide initiative to provide a new, intuitive, and innovative user experience. This session will outline the principles and concepts around the experience and why the initiative is important in reducing costs and providing innovation. We will discuss the experience changes already implemented and summarize the user experience roadmap ahead of us to smoothly transform the products to this unified experience.</p>	Tech & Cloud Track Level 3: Lonestar E

	Presenter: Anthony Shorten, Senior Principal Product Manager, Oracle	
5:15pm – 7:00pm	<p>Edge 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!</p> <ul style="list-style-type: none"> • Kick up yer heels with the Jordan Mathews Band compliments of Red Clay • KPMG welcomes you to sample some of Austin’s finest whisky at this tasting station • Paymentus invites you to create your own Texas Dry Rub for your next BBQ • While you’re enjoying the reception, take a photo at the photo booth and capture this experience with a digital memory – thanks to Infosys • Tempt your tastebuds with Tequila! Join Raistone for this special sampler station • Visit Accenture at this smokin’ cabana to experience Cigar Rolling and get yours to enjoy! 	Level 5: Pool Deck

Tuesday, March 26

TIME (CDT)	TRACK	LOCATION
7:00am – 2:00pm	Registration	Level 4: JW Grand Ballroom Foyer
7:30am – 8:15am	Breakfast	JW Grand Ballroom
8:30am – 10:00am	<p>General Session: Empowering Resilience</p> <p>Are you ready for day two? Our second day of Customer Edge is about celebrating you - our amazing customers. We'll start off with a bang as our Customer Edge award winners share their amazing projects with you all. Then we'll continue with our product showcases and share the latest announcements across our grid and operations solutions and hear from some of our outstanding customers. Finally, we'll share exciting updates across our smart water solutions and discuss what's next in water with industry leaders.</p> <p>Customer Speakers: Michael Luu, Senior Vice President, Corporate Services & Chief Risk Officer, California Water Service Group; Kevin Hawrylak, Manager ADMS Systems, FirstEnergy and Gwen Rutledge, Director Application Systems, Evergy</p> <p>Presenters: Creighton Oyler, SVP and GM Oracle Energy and Water; Geng Lin, SVP Product Development and Product Management; Caitlin Aburrow, Senior Director Global Marketing; Maria DeChellis, Senior Director, Global Industry Specialist; Brad Harkavy, VP Product and Brad Williams, VP Industry Strategy and Natalie Musick, VP Product Development, Oracle</p>	JW Grand Ballroom

8:00am – 5:00pm	<p>Innovation Hub: Join us on a journey to the future of grid management, customer service engagement, field work safety and management and capital project management.</p> <ul style="list-style-type: none"> • Explore interactive AI-powered games across speech, vision, GenAI, and immersive VR using GenAI so you can "talk to an asset." • Learn how AI boosts call center efficiency and customer satisfaction. • Experience how DERMS and DACS, supported by digital twin technology, manages customer and utility devices. • Teleport and experience autonomous asset inspection using drones. • Learn how AI and IOT boosts asset reliability, productivity and safety in the future of field work. • Leverage data using AI to prioritize and execute capital projects. 	Level 4: JW Grand Ballroom Foyer
10:00am – 10:30am	<p>Networking Break: Innovation Hub: Join us for coffee, conversation, and hands-on exploration of the exhibits in the innovation hub. Exhibits include a variety of AI use cases, our latest Industry Lab projects, and exciting data analytics tools</p>	Level 4: JW Grand Ballroom Foyer
10:30am – 12:00pm	<p>Generative AI Workshop: Moving past the jargon and taking action</p> <p>Similar to how personal computers changed how business was done in the 90s, generative ai is rapidly changing how we do business today. But what does that mean for each of us? In this session we will have a real talk about generative ai, looking past the headlines and jargon to demystify this technology. We will have a frank discussion about the strengths - and weaknesses - of generative ai and explore ways to harness its power in our solutions.</p> <p>Presenters: <i>Ashish Agarwal, Director, Utility Innovation Lab, Oracle and Faiza Tajammul, Vice President, Product Management, Oracle and Rahul Desai, Director, Product Management, Oracle, Jessica Bloom Serber, Director, Product Management, Oracle; Andreas Ruhl, Senior Director, Product Management, Oracle, and Josh Kanner, Senior Director, Analytics & AI, Oracle</i></p>	Analytics & AI Track & Tech & Cloud Level 3: Lonestar E
12:00pm – 1:00pm	Lunch	JW Grand Ballroom
1:00pm – 4:00pm	<p>Ask Us Anything: Cloud & Tech Office Hours</p> <p>Do you have specific questions about our cloud and technology solutions? Or a topic you'd like to discuss 1:1 with our subject matter experts? Schedule time with our Cloud & Tech Product Management team at Edge. Our team will be available to answer any questions you have during these office hours.</p> <p>Schedule a meeting or drop in during these hours.</p>	Level 3: Room 307

1:00pm – 1:50pm	<p>Maintaining continuous transformation Post go live - Addressing Barriers to SaaS Transformation Cloud</p> <p>Once the journey to transformation has begun during the implementation stage, we will discuss with you how to maintain this momentum Post go live, by addressing barriers and successful strategies for overcoming them.</p> <p><i>Presenters: Calvin Tu, Senior Director, Utilities Cloud Solutions; Michael Green, Principal Product Manager and Rochelle Cister, Consulting Customer Solutions Director, Oracle</i></p>	Tech & Cloud Track Level 3: Lonestar E
1:50pm – 2:10pm	BREAK	
2:10pm -3:00pm	<p>Strategy Session: SaaS and Savings as a Service</p> <p>This session will cover technical services in SaaS that make your cloud implementation more cost effective and efficient to operate. We will discuss the Java Migration Cloud Service, which allows existing Customer Care and Billing/Customer to Meter customers to bring their custom Java and tables into SaaS. We will also discuss making updates and upgrades easier to manage with the Utilities Testing Accelerator.</p> <p><i>Presenter: Anthony Shorten, Senior Principal Product Manager, Oracle</i></p>	Tech & Cloud Track Level 3: Lonestar E
3:10pm- 4:00pm	<p>Strategy Session: SaaS Data Access, Self Service & Batch Improvements</p> <p>Access to your data has always been a concern when it comes to SaaS. The same goes for self-service. Join us to discover how we're tracking on both these topics, and to learn more about our next generation batch infrastructure.</p> <p><i>Presenter: Michael Green, Principal Product Manager, Oracle</i></p>	Tech & Cloud Track Level 3: Lonestar E
4:00pm – 5:00pm	<p>Innovation Hub</p> <p>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!</p>	Level 4: JW Grand Ballroom Foyer