

Oracle Energy and Water Customer Edge Conference 2023

Discovery Track – Oracle Uncovered AGENDA

March 12-14, 2023

Manchester Grand Hyatt, San Diego

Sunday, March 12, 2023

TIME (PST)	TITLE	LOCATION
1:00pm – 6:00pm	Registration	Palm Foyer

Monday, March 13, 2023

TIME (PST)	TRACK	LOCATION
6:45am – 5:00pm	Registration	Palm Foyer
7:30am – 8:30am	Breakfast	Seaport Ballroom
8:30am – 10:30am	General Session: Welcome to Customer Edge! We'll begin each day together in general sessions designed to ignite your spark and get ready for the day ahead. Day one we'll kick off with our SoCal industry leader panel and hear from local utilities about how they're driving sustainability and reliability programs while serving their communities. Then we'll hand the mic over to our product leaders who will give you a sneak peek into exciting product updates across our portfolio. Finally, we'll be joined by security experts for a check in on the latest cybersecurity news in the industry.	Seaport Ballroom
10:00am – 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!	Seaport Foyer
10:45pm – 12:00pm	Solution Track Breakout Sessions – see full program agenda	
12:00pm – 1:00pm	Lunch	Harbor Ballroom
1:00pm – 3:10pm	Solution Track Breakout Sessions – see full program agenda	

3:10pm – 4:00pm	<p>Welcome to the Community!</p> <p>Join this session to discover Oracle Energy and Water's mission and vision, future goals, input from our user groups, & an overview of our offered solutions and how they connect. Plus, gain insight into our exclusive customer-only resources such as our quarterly newsletter, onboarding expectations & more!</p> <p>Presenters: <i>Kari Beasley, Sr. Director, R&D Program Management, Reid Davis, Senior Manager, Customer Success Team, & Robert Walters, Principal Project Manager at Exelon- representing the Oracle Utilities User Group MDM Group</i></p>	Oracle Uncovered Discovery Track Seaport F
4:10pm – 5:00pm	<p>Meet the Leadership Team</p> <p>Join this session to meet the executives of Oracle Energy & Water. This session is an opportunity for customers and prospects to ask their most burning Oracle Energy & Water questions and hear insights from our executive leaders.</p> <p>Oracle Energy and Water Executive Leaders:</p> <p><i>Hillary Martin, Vice President Product & Strategy Marketing</i> <i>Dave DeMaio, Senior Vice President</i> <i>Steve Heilig, GVP, Product Development</i> <i>Vanessa Richter, Vice President of Sales, Opower</i> <i>Hafid Elabdellaoui, VP Cybersecurity</i></p>	Oracle Uncovered Discovery Track Seaport F
4:10pm – 5:00pm	<p>Ask Us Anything: Cloud, Tech, Integration, and More</p> <p>This session is an opportunity for members from Cloud & Tech to answer questions from previous sessions that they lead and audience members want to learn more, ask questions, or discuss opportunities. This session will be an open area where people can come and go as they please instead of staying after in session rooms to prevent delay of other sessions. This was a request from the cloud & tech team.</p> <p>This is the free time for cloud and tech to answer any and all questions.</p> <p>Presenters: <i>Patti Costello Delivery Director, AMER Customer Solutions, Lynda Elmer Senior Director, NA Customer Solutions Delivery, Chona Emerson, Consulting Sales Solution Architect, John Eschmann, Consulting Sales Solution Architect</i></p>	Oracle Uncovered Discovery Track Gaslamp AB
4:10pm – 5:00pm	<p>Your Multi-Cloud approach with Oracle Cloud Infrastructure</p> <p>Educate and engage the audience on Oracle Cloud Infrastructure and how we complement a multi-cloud strategy</p> <p>Presenters: <i>Jim Fisher, GVP of Cloud Sales, NACT Energy & Utilities, Jay Heglar, Senior Vice President Strategy & Business Development</i></p>	Oracle Uncovered Discovery Track Gaslamp CD
5:15pm – 7:00pm	<p>Edge Reception: Join us on the Pool Deck and immerse yourself in the San Diego culture! This will be an amazing evening filled with plenty of food and drinks. Dress casual!</p> <ul style="list-style-type: none"> • After a long day of conference sessions, don't you just want to chill and grab a drink? PwC is making this possible at their local craft beer station. 	Pool Deck – Level 4

- **Accenture** is hosting a BEACH THEME Watercolor Postcard station where you'll receive a memorable souvenir from the event
- Join **Deloitte** and get a speedy caricature of yourself – you will be able to wear this with your event lanyard to show folks what a true “character” you are
- **KPMG** welcomes you to enjoy a special cocktail at their mixology station – slide over for an “Electric Lemonade” or perhaps a “Turbo-Tini”
- While you're enjoy the reception, take a photo at the roaming photo booth and capture this experience with a digital memory – thanks to **Infosys**

Tuesday, March 14, 2023

TIME (CDT)	TRACK	LOCATION
6:30am – 7:15am	Yoga Session	Hillcrest CD
7:00am – 2:00pm	Registration	Palm Foyer
7:30am – 8:30am	Breakfast	Seaport Ballroom
8:30am – 10:30am	General Session: Are you ready for day two? Our second day of Customer Edge is all about innovation. We'll start off with a bang as we announce and celebrate this year's Changemaker Award winners. We'll then be joined by Oracle leaders to discuss the future of technology as we see it and showcase some exciting projects that are exploring the limits of what's possible in the industry. And finally, we are thrilled to have Josh Linkner, world-renowned innovation expert, join us for some creative troublemaking to leave you buzzing and ready to drive industry transformation.	Seaport Ballroom
10:00am – 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!	Seaport Foyer
10:45pm – 12:00pm	Solution Track Breakout Sessions – see full program agenda	
12:00pm – 1:00pm	Lunch	Harbor Ballroom
1:00pm – 1:50pm	Solution Track Breakout Sessions – see full program agenda	
1:50pm – 2:10pm	Break	

<p>2:10pm- 3:00pm</p>	<p>SaaS Transformation Mindset - supporting your journey to the cloud</p> <p>Join this session to learn more about the breakdown of roles and responsibilities, the guided learning paths available and what you should expect from your system integrators and project teams during implementation and after go-live. We'll dive deep into the differences between on premise and SaaS, mapping a clear migration plan, stakeholder management, tools and support available, and more.</p> <p>Presenters: Manpreet Hundal, Sr. Director Enablement, Rochelle Cister, Consulting Customer Solutions Director, Calvin Tu, Senior Director, Utilities Cloud Solutions and Brian Michel, Director, Product Management, Oracle</p>	<p>Oracle Uncovered Discovery Track</p> <p>Seaport F</p>
<p>3:10pm – 4:00pm</p>	<p>Personalized CX: Opower insights in your CRM, marketing, and trusted partner apps</p> <p>See what bringing Opower customer analytics and insights into your CRM and Marketing Automation Systems can do for customer operations. Learn how extending single sign on capabilities to your trusted partner applications simplifies the customer journey and accelerates program enrollment. In this session, we'll have a dialog and showcase how to create an easier path to data sharing, insights, and customization across all your customer solutions.</p> <p>Presenters: Kojo Quaye, Senior Manager, Product Strategy & Darshini Thiagarajan, Group Product Manager</p>	<p>Oracle Uncovered Discovery Track</p> <p>Seaport F</p>
<p>4:10pm – 5:00pm</p>	<p>Oracle Ignite Finale: Pitch It!</p> <p>Ready, set, pitch! In this Ignite Series Finale your team will pitch your big idea. We'll poll the audience to crown one team as winner. Who will claim the coveted first place prize package? (Hint: it includes a discount for next year's Customer Edge!)</p> <p>Oracle Ignite Leaders along with Hillary Martin, VP Strategy and Marketing and David De Maio, SVP and Caitlin Aburrow, Senior Director Global Product Marketing, Oracle</p>	<p>Seaport Ballroom</p>