

Oracle Customer Edge Summit 2026

Open a World of Opportunities with AI

Austin, TX | April 12-14, 2026

Track Agenda – Field Service (subject to change)

Sunday, April 12

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

Monday, April 13

| TIME | TRACK | LOCATION |
|-------------------|---|---------------------------------|
| 7:00am – 5:00pm | Registration | Level 4 JW Grand Ballroom Foyer |
| 7:30am – 8:15am | Breakfast | |
| 8:30am – 9:30pm | Opening Keynote: AI Changes Everything 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. | JW Grand Ballroom |
| 9:45am – 10:30am | Utility Industry Keynote: Empowering AI-driven innovation for utilities | |
| 10:45am – 11:30am | Construction and Engineering Industry Keynote: Empowering AI-driven innovation for engineering and construction | |
| 11:30am – 12:00pm | Break & Visit the Sponsor Solutions Gallery, Oracle Product Demos and Industry Suites Showcase | |
| 12:00pm – 1:00pm | Lunch | See signage for all locations |



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| 1:00pm – 1:45pm | Choose a session from another track | |
| 2:00pm – 2:45pm | <p>Fusion Field Service Strategy and Roadmap (1016)</p> <p>The industry leading and analyst praised field service solutions continue to lead the way for modern field service management tools. Join this session to learn more about the Fusion Field Service product strategy and roadmap. Our experts will highlight recent releases, preview upcoming features, and provide some new announcement on how FFS will continue to evolve to meet future needs of our customers.</p> <p>Oracle Presenters: John Ranalli, Director, Outbound Product Management, Faiza Tajammul, Vice President, Product Management, and Paul Hesby, Senior Manager, Product Strategy, Oracle</p> | Lonestar A |
| 2:45pm – 3:15pm | Break & Visit the Sponsor Solutions Gallery, Oracle Product Demos and Industry Suites Showcase | |
| 3:00pm – 5:00pm | <p>Optional Workshop: Interactive Agentic AI Workshop: Reimagining our Work Experience with AI Agents (1095)</p> <p>This interactive workshop will immerse participants in the transformative potential of AI agents in the utility industry. Attendees will witness demonstrations highlighting the practical capabilities of advanced AI agents. Following these demonstrations, participants will engage in a collaborative ideation session designed to spark creativity and develop innovative, actionable AI agent use cases tailored to their organization’s unique needs. This workshop empowers industry professionals to envision and implement practical AI strategies that drive efficiency, productivity, and competitive advantage in their daily work.</p> <p>Oracle Presenter: Ashish Agarwal, Senior Director, Industry Labs, Oracle</p> | 402/403 |
| 3:15pm – 4:00pm | <p>Accenture Partner Session: Delta Utilities: Oracle Cloud Implementation (1076)</p> <p>Delta Utilities is a new gas startup utility headquartered in New Orleans that recently completed its acquisition of Entergy’s gas business, which serves over 204,000 customers. Our Oracle implementation was a major undertaking, completed in under 18 months. We deployed a full Oracle red stack—spanning SaaS, PaaS, and IaaS—to stand up Delta’s business and field-operation applications across both front and back-office functions.</p> <p>Customer Presenter: Mark Miko, Chief Information Officer, Delta Utilities Partner Presenter: Michael Ramirez, Americas Resources Operations Lead, Accenture</p> | Lonestar B combined session with Utility Asset and Intelligent Business |
| 4:15pm – 5:00pm | <p>From Planning to Execution: FFS in the Oracle Utilities Industry Solution Suite (1069)</p> <p>Join us for a guided, end-to-end walkthrough of the utility asset lifecycle and see how Oracle Fusion Field Service (FFS) brings planning to life as part of the Oracle Utilities Industry Solution Suite. In this live demo, we follow work as it is planned in Fusion Project Management (PPM), created in Oracle Utilities Work and Asset Cloud Service (WACS), supported by materials and financials in Oracle Fusion Cloud Supply Chain Management (SCM), and executed in the field through FFS. This session highlights how the Oracle suite works together as a unified solution, and why OFS is the execution engine that connects strategy and planning to measurable operational outcomes, all without diving into deep technical detail.</p> <p>Oracle Presenter: Viktoriya Feldman, Senior Principal Product Manager, Oracle</p> | Lonestar A |

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| 5:30pm – 7:00pm | Customer Edge Reception | Pool Deck – Level 5 |
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Tuesday, April 14

| TIME | TRACK | LOCATION |
|-------------------|---|--|
| 7:00am – 2:00pm | Registration | |
| 7:30am – 8:15am | Breakfast | |
| 8:30am – 9:30am | Opening Session: Empowering resilience: Celebrating our customers | |
| 9:30am – 10:00am | Break & Visit the Sponsor Solutions Gallery, Oracle Product Demos and Industry Suites Showcase | |
| 10:00am – 10:45am | <p>Connected Reliability: Mastering Customer Emergencies with CCS, WACS, and OFS (1057)</p> <p>Experience a live, end-to-end demonstration of the "Connected Reliability" model using Oracle Utilities CCS, WACS, and OFS. We will simulate a high-stakes customer call-in emergency to showcase how seamless integration between customer service, asset management, and field operations ensures public safety and regulatory compliance. Witness the automated workflow from the initial CSR service call to immediate technician dispatch and the triggering of repair workflows based on field-captured data. We will highlight how WACS enforces compliance through automatic processing and provides real-time visibility to the CSR, concluding with analytics that drive strategic asset insights and a sustainable culture of reliability.</p> <p>Oracle Presenter: Chad Johnson, Asset Reliability, Oracle</p> | Lonestar B combined session with Utility Asset |
| 11:00am – 11:45am | <p>OFS at BHE: Keeping Field Work Moving and connected to the Back Office (1075)</p> <p>Discover how BHE, a leading energy provider, modernized its operations through the integration of Oracle's Field Service suite. By connecting Field Service, HR, Finance and Supply Chain data, teams get what they need faster and spend less time chasing details. This solution allows for real time updates, better scheduling, and smarter deployment resources. Allowing people to use trusted data to support day-to-day work. The result: smoother operations, fewer manual steps, and lower overall costs—helping our field groups stay productive and aligned with the technology that supports them.</p> <p>Customer Presenter: Austin Kitchen, Director, Work Management, Berkshire Hathaway Energy Oracle Presenter: Rachel Cherry, OFS Project Sr. Director, Oracle</p> | Lonestar A |
| 11:45am – 1:00pm | Lunch | |
| 1:00pm - 1:45pm | <p>Improving field service using "Wheres my tech" functionality in OFSC (1090)</p> <p>This session will explore how Toronto Hydro is transforming customer engagement and field operations through real-time technician tracking capabilities. By leveraging the "Where's My Tech" feature within Oracle Field Service, Toronto Hydro aims to significantly increase appointment visibility and awareness for customers, reducing the need for time-consuming manual outbound call reminders, currently averaging 200 per week for AMI 2.0. Ultimately, this approach supports the modernization of customer experience, aligning appointment scheduling and communications with the digital expectations of today's consumers.</p> | Lonestar A |

Customer Presenters: Christina Lima, and Mike Little, Toronto Hydro

2:00pm – 2:45pm

Old Ways, New Tools: Implementing OFS Application Adoption (1073)

Lonestar A

As Tri-State looks forward, it recognizes the need to have more integrated systems that provide better insight into long-term decision-making and planning. As the company transitions to adopt Oracle products, like the OFS application, into its everyday operations to achieve these goals, those dedicated employees face the challenging hurdle of learning how to use these new tools to do business in a different but more beneficial way. Through in-person training, my team has been able to provide a quality adoption experience for employees learning how to use OFS and other Oracle applications. We also have been able to configure OFS to better suit the needs of our users and company based on feedback made by our users.

Customer Presenter: Alex Smith, Work and Asset Data Analyst II, Tri-State Generation

2:45pm – 3:15pm

Break & Visit the Sponsor Solutions Gallery, Oracle Product Demos and Industry Suites Showcase

3:15pm – 4:00pm

Accelerating Utility Integrations with AI Powered Enablement (1068)

Lonestar A

This session introduces the Oracle Utilities Implementation Assistant, an AI-powered solution designed to simplify and speed up utility integrations. Deployed in Oracle OCI, it provides Oracle validated, version aware guidance through a conversational interface. It supports configuration, customization, and troubleshooting, even for integrations spanning Oracle Utilities and Oracle Field Service. This helps navigate complex integration touchpoints, dependencies, and version-specific behaviors, enabling quicker onboarding, smoother deployments, and more predictable results. This shift from document searching to direct, actionable answers helps teams deliver consistent outcomes and reduce reliance on traditional support.

Oracle Presenter: Goran Kostenarov, Integration and Shared Services, Oracle
