

# Oracle Customer Edge Summit

April 12–14 2026 | JW Marriott, Austin, TX

## General Program Agenda

### Sunday, April 12th

TIME (CDT)	TITLE	LOCATION
1:00pm – 6:00pm	Registration	JW Grand Ballroom Foyer
4:30 pm – 6:00 pm	Sponsor Solutions Gallery, Oracle Product Demos and Industry Suites Showcase Meet & Greet - Reception	JW Grand Ballroom Foyer and Level 3 Lonestar Foyer

### Monday, April 13th

TIME (CDT)	TRACK	LOCATION
7:00am – 5:00pm	Registration	JW Grand Ballroom Foyer
7:30am – 8:15am	Breakfast	Lonestar D and E
8:30am – 9:30am	<p><b>Opening Keynote: AI Changes Everything</b></p> <p>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.</p> <p><b>Keynote Presenters:</b> Mike Sicilia, CEO; Andrew De La Torre, SVP, Technology - Infrastructure Industries; Matt Beal, SVP, Development and Rodger Smith, EVP Industries, Oracle</p>	JW Grand Ballroom
9:45am – 10:30am	<p><b>Utility Industry Keynote: Empowering AI-driven innovation for utilities</b></p> <p>Excellence in operations and patient care - Northwell Health</p>	JW Grand Ballroom

	<p>integrates systems to improve data integrity, insights and performance.</p> <p><b>Oracle Presenter:</b> Paul McDonald, SVP, Development, Oracle</p>	
<p>9:45am - 10:30am</p> <p>Optional sessions for Engineering &amp; Construction attendees</p>	<p><b>Enterprise-Grade AI: Go Beyond Chat and Automation in Textura (1135)</b></p>	<p>CE Industry Insights Track</p> <p>Lonestar H</p>
	<p><b>Join Crusoe as they pioneer an energy-first approach to building and managing hyperscale AI factories.</b></p>	<p>CE Product Vision Track</p> <p>Room 303/304</p>
	<p><b>From Data to Decisions: Select AI Agent with RAG in Oracle Database 26ai (1029)</b></p>	<p>Innovation Edge Track</p> <p>Room 402/403</p>
<p>10:45am – 11:30am</p>	<p><b>Construction and Engineering Industry Keynote: Empowering AI-driven innovation for engineering and construction</b></p> <p><b>Oracle Presenter:</b> Ryan Kunisch, VP Global Strategy Engineering and Construction, Oracle</p>	<p>JW Grand Ballroom</p>
<p>10:45am – 11:30am</p> <p>Optional sessions for Utilities attendees</p>	<p><b>The Oracle Customer Platform Vision (1102)</b></p>	<p>Combined session Customer Engagement &amp; Experience, Customer Service &amp; Billing and Metering Tracks</p> <p>Lonestar D</p>
	<p><b>Oracle Utilities and Fusion Data Intelligence Unify Utility Data (1022)</b></p>	<p>Intelligent Business Track</p> <p>Room 301/302</p>
	<p><b>Smarter Field Ops: Oracle GenAI for Energy &amp; Water Utilities (1027)</b></p>	<p>Innovation Edge Track</p> <p>Room 402/403</p>
	<p><b>Transformer Health Monitoring: AI at the Edge with Oracle Cloud (1055)</b></p>	<p>Innovation Edge Track</p> <p>Lonestar B</p>
<p>11:30am – 12:00pm</p>	<p><b>Transition to lunch and Visit the Sponsor Solutions Gallery, Oracle Product Demos and Industry Suites Showcase</b></p>	<p>JW Grand Ballroom Foyer and Level 3 Lonestar Foyer</p>

11:30am – 1:00pm	Lunch	JW Grand Ballroom
1:00pm – 1:45pm	Unify processes and data to enable insight-driven project and asset performance (1129)	CE Customer Success Track Lonestar E
	How Burns & McDonnell is Working with Oracle to Operationalize AI and Accelerate Digital Adoption in Construction (1136)	CE Industry Insights Track Lonestar H
	Product Strategy & Vision - Oracle Textura Payment Management (1120)	CE Product Vision Track Room: 303/304
	Energizing What's Next: Oracle's Vision for Modern Utility Customer Engagement **1:00 – 2:45pm	Customer Engagement & Experience Lonestar F
	Global Water: The intersection of water service and technology from our customers around the world (1112)	Customer Service & Billing Track Lonestar D
	Roadmap: Work and Asset Management for Utilities (1010)	Utility Asset Track Lonestar B
	Grid Management Roadmap (1093)	Grid Management Track Lonestar G
	Metering Customer and Product Updates, and Roadmap Insights (1103) **1:00pm – 2:30pm	Metering Track Lonestar C
	Deloitte Consulting Partner Session: Driving Utility Transformation Through Strategic Collaboration: Oracle and PowerPlan Delivering Success Across North America (1109)	Intelligent Business Track Premier Sponsor Room 301/302
	Enterprise SaaS - Roadmap & Strategy (1080)	Innovation Edge Track Room 402/403
2:00pm – 2:45pm	Future Proofing your planning and scheduling practice with Oracle Primavera Cloud: 4 customers share their	CE Customer Success Track Lonestar E

	<b>stories (1130)</b>	
	<b>Project Controls in the Age of AI: How Insight and Automation Are Improving Collaboration, Decision-Making, and Predictability (1137)</b>	CE Industry Insights Track Lonestar H
	<b>Product Strategy &amp; Vision - Oracle Construction &amp; Engineering Intelligence (1121)</b>	CE Product Vision Track Room: 303/304
	<b>How's the Weather up there? Real Life from the Cloud - Live Utility SaaS Customer Experience Panel (1115)</b>	Customer Service & Billing Track Lonestar D
	<b>Fusion Field Service Strategy and Roadmap (1016)</b>	Field Service Track Lonestar A
	<b>Essential Energy Case Study: Planning long range work on long, long powerlines (1053)</b>	Utility Asset Track Lonestar B
	<b>25.12 Release Review and Roadmap (1094)</b>	Grid Management Track Lonestar G
	<b>Back to the Fusion! (Part 1) A Time-Traveling Journey Though Cloud Transformation (1008)</b>	Intelligent Business Track Room 301/302
	<b>Enterprise SaaS - Leveraging OCI Logging &amp; Monitoring for Performance Analysis (1083)</b>	Innovation Edge Track Room 402/403
2:45pm – 3:15pm	<b>Break &amp; Visit the Sponsor Solutions Gallery, Oracle Product Demos and Industry Suites Showcase</b>	JW Grand Ballroom Foyer and Level 3 Lonestar Foyer
3:00pm – 5:00pm	<b>Optional Workshop – customers only</b> <b>Interactive Agentic AI Workshop: Reimagining our Work Experience with AI Agents (1095)</b>	Room 402/403
3:15pm – 4:00pm	<b>Innovative Solutions to Common Industry Challenges: How Organizations Are Maximizing Their Investment in Textura (1131)</b>	CE Customer Success Track Room 301/302

	<b>KPMG Partner Session From Insight to Impact: Leveraging AI in Project-Centric Organizations (1077)</b>	CE Industry Insights Premier Track Sponsor Lonestar H
	<b>Vertex Partner Session (track sponsor for Intelligent Business Operations) Transforming Finance and Operations with Oracle and Vertex (1091)</b>	Intelligent Business Track Sponsor Lonestar B
	<b>Product Strategy &amp; Vision - Oracle Primavera Unifier (1122)</b>	CE Product Vision Track Room 303/304
	<b>Delivering Watt's Next: Road-Tested Tactics for Modern Energy Efficiency (1142)</b>	Customer Engagement & Experience Track Lonestar F
	<b>True 360: The Utilities AI Data Platform (1024)</b>	Combined session Customer Service & Billing and Innovation Edge Tracks Lonestar D
	<b>Accenture Diamond Partner Session: Delta Utilities: Oracle Cloud Implementation (1076)</b>	Combined session Field Service, Utility Asset and Intelligent Business Tracks Lonestar E
	<b>Empowering Utilities with Integrated AI-Driven Data Solutions on Oracle's Cloud Infrastructure</b>	Grid Management Track Lonestar G
	<b>Red Clay Sponsored Session Customer Spotlight: Calgary, Lakeland, and the Path to Operational Value (1104)</b>	Metering Track Sponsor Lonestar C
	<b>PwC Diamond Sponsored Session Scaling AI Together: Utilities, Construction, and the Data Center Race</b>	Innovation Edge Diamond Track Sponsor Lonestar A
4:15pm – 5:00pm	<b>BHE transforms their companies by standardizing on Oracle ERP, Utilities, and Construction and Engineering solutions (1123)</b>	Combined session CE Customer Success, Intelligent

		Business, CE Industry Insights and CE Product Vision Tracks Lonestar E
	<b>Well-Behaved Virtual Power Plants: Reliable Flex at Scale (1143)</b>	Customer Engagement & Experience Track  Lonestar F
	<b>TMG Partner Session: Smarter Bills, Happier Customers: How AI is driving Customer Experience (1113)</b>	Customer Service & Billing Track Sponsor  Lonestar D
	<b>From Planning to Execution: FFS in the Oracle Utilities Industry Solution Suite (1069)</b>	Field Service Track  Lonestar A
	<b>How St Pete is using what's typically for utilities for the whole city (1031)</b>	Utility Asset  Lonestar B
	<b>Abjayon Partner Session: Portland General Electric's Outage Management System Upgrade (1096)</b>	Grid Management Track Sponsor  Lonestar G
	<b>Smart Water Metering: AMI Innovations, AI Use Cases, and Strategies for Water Utilities (1105)</b>	Metering Track  Lonestar C
	<b>Transforming the Future: Southern Star Central Gas's Success Story</b>	Intelligent Business Track  Room 301/302
5:30pm – 7:00pm	<p><b>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!</b></p> <ul style="list-style-type: none"> <li>• Live music, good vibes: enjoy the Jordan Mathew Young Band, proudly sponsored by <b>CMC Project Solutions</b>.</li> <li>• A Texas-style toast starts here: bourbon tastings at the <b>KPMG</b> station.</li> <li>• <b>Alithya</b> invites you to make your mark—custom brand a leather item and take home a keepsake.</li> <li>• Espresso yourself: try the Vertexpresso Martini, courtesy of <b>Vertex</b>.</li> <li>• Ready for a little agave adventure? Join <b>Accenture</b> at the margarita sampler station.</li> <li>• Unplug and enjoy—live cigar rolling, hosted by <b>Paymentus</b> at the cabana.</li> </ul>	Level 5: Pool Deck

## Tuesday, April 14th

TIME (CENTRAL)	TRACK	LOCATION
7:00am – 4:00pm	Registration	JW Grand Ballroom Foyer
7:00am – 8:15am	Breakfast	Lonestar D and E
8:30am – 9:30am	Opening Session: Empowering resilience: Celebrating our customers	JW Grand Ballroom
9:30am – 10:00am	Visit the Sponsor Solutions Gallery, Oracle Product Demos and Industry Suites Showcase	JW Grand Ballroom Foyer and Level 3 Lonestar Foyer
10:00am – 10:45am	Broadpin Partner Session: When projects run the business: Reimagining ETO with Oracle Primavera Cloud at the core (1025)	CE Customer Success Track Sponsor Lonestar E
	Turning Ideas into Energy...How Ameren Powers Performance Improvements with an Enterprise Oracle Platform (1138)	CE Industry Insights Track Lonestar H
	Product Strategy & Vision - Oracle Aconex (1124)	CE Product Vision Track Room: 303/304
	Agentic AI for Customer Self-Service: Instant Answers, Happier Customers (1114)	Combined session Customer Engagement & Experience and Customer Service & Billing Lonestar D
	Connected Reliability: Mastering Customer Emergencies with CCS, WACS, and OFS (1057)	Combined session Utility Asset and Field Service Lonestar B
	Grid Management Customer Panel (1097)	Grid Management Track Lonestar G
	Meters from the cloud - Live Utility SaaS Meter Panel (1106)	Metering Track Lonestar C

	<b>Pattern Wind Energy Asset Maintenance Solution (1050)</b>	Intelligent Business Track Room 301/302
	<b>Infosys Sponsored Session Infosys - AIDP for Utilities: Enabling AI Use Cases Across the Enterprise (1086)</b>	Innovation Edge Track Sponsor Room 402/403
	<b>Instant Impact: Accelerating Enterprise SaaS with Self-Service Control (1082)</b>	Innovation Edge Track Lonestar F
11:00am – 11:45pm	<b>Upgrade project information management to power confident collaboration (1132)</b>	CE Customer Success Track Lonestar E
	<b>Argano/Gaea Partner Session Why Unified Data is Key to Advanced Work Packaging - and How to Get It Right (1139)</b>	CE Industry Insights Track Sponsor Lonestar H
	<b>Oracle Textura - Town Hall (1125)</b>	CE Product Vision Track Room 303/304
	<b>No Customer Left Behind: Affordability Strategies That Meet Customers Where They Are (1116)</b>	Combined session Customer Engagement & Experience and Customer Service & Billing Lonestar D
	<b>OFS at BHE: Keeping Field Work Moving and connected to the Back Office (1075)</b>	Field Service Track Lonestar A
	<b>Disruption to Continuity: Oracle Cloud Go-Live in the Midst of a Cyberattack (1059)</b>	Utility Asset Track Lonestar B
	<b>AI in the Control Room (1099)</b>	Grid Management Track Lonestar G
	<b>Ask the Experts: Solving Utilities' Biggest Challenges with Innovation and Best Practices (1107)</b>	Metering Track Lonestar C

	<b>HURON Partner Session: Beyond the PMO: How a Digital Transformation Office Drives Agility at Duquesne Light Company (1070)</b>	Intelligent Business Track Premier Sponsor  Room 301/302
	<b>Accelerating Innovation: Oracle Utilities Application Framework Roadmap (1081)</b>	Innovation Edge Track  Room 402/403
11:45am – 1:00pm	<b>Lunch</b>	JW Grand Ballroom
1:00pm – 1:45pm	<b>Gain the Benefits of Full Lifecycle Project, Asset, and Operations Management (1140)</b>	Combined sessions CE Customer Success and CE Industry Insights Tracks  Lonestar E
	<b>Product Strategy &amp; Vision - Oracle Primavera Cloud Portfolio Management &amp; Capital Planning (1126)</b>	CE Product Vision Track  Room 303/304
	<b>Affordability Beyond Vulnerable Customers: A Layered Approach to Predict, Prevent, and Personalize Outreach for Every Customer (1146)</b>	Customer Engagement & Experience Track  Lonestar F
	<b>AI Call Center Automation (1117)</b>	Customer Service & Billing Track  Lonestar D
	<b>Improving field service using "Where's my tech" functionality in OFS (1090)</b>	Field Service Track  Lonestar A
	<b>Anticipate, Assess, Act: Proactive Asset Management (1067)</b>	Utility Asset Track  Lonestar B
	<b>Under The Magnifying Glass: How FLISR and Powerflow Exposed our Hidden Grid Realities</b>	Grid Management Track  Lonestar G
	<b>Top 10 Metering trends to unlock value from AMI data (1108)</b>	Metering Track  Lonestar C
	<b>CPS Energy's Journey to the Cloud - Progress to date (1042)</b>	Intelligent Business Track  Room 301/302

	<b>From Smart Meter Data to Predictive Grid Operations: Oracle AI Data Platform for Utilities</b>	Innovation Edge Track Room 402/403
	<b>Rethinking the App Stack in the Age of AI (1007)</b>	Innovation Edge Track Lonestar F
2:00pm – 2:45pm	<b>The data, insights, and AI journey (1133)</b>	Combined CE Customer Success and CE Industry Insights Tracks Level 3: Lonestar E
	<b>Product Strategy &amp; Vision - Oracle Primavera Cloud (1127)</b>	CE Product Vision Track Room 303/304
	<b>Taking Care of Business: How Utilities are Winning with Business Customer Engagement and What's Next (1147)</b>	Customer Engagement & Experience Track Lonestar F
	<b>PG&amp;E's complex billing journey: Powered by data visualization best practices (1119)</b>	Customer Service & Billing Track Lonestar D
	<b>Old Ways, New Tools: Implementing OFS Application Adoption (1073)</b>	Field Service Track Lonestar A
	<b>Anaheim Public Utility's Journey from Fragmented Systems to Integrated Asset Management with WACS &amp; OFS (1049)</b>	Utility Asset Track Lonestar B
	<b>Customer program management and DERMS (1100)</b>	Grid Management Track Lonestar G
	<b>From Data to Action: Empowering Utilities with MDM Analytics &amp; AI</b>	Metering Track Lonestar C
	<b>Exelon's Journey to a Fully Integrated Oracle Cloud (1064)</b>	Intelligent Business Track Room 301/302
	<b>Cloud Integrations - Journey to the Future (1079)</b>	Innovation Edge Track

		Room 402/403
2:45pm – 3:15pm	<b>Break &amp; Visit the Sponsor Solutions Gallery, Oracle Product Demos and Industry Suites Showcase</b>	
3:15pm – 4:00pm	<b>Beyond implementation: Managed services as your partner to successful adoption, results, and self-sufficiency (1134)</b>	CE Customer Success Track Level 3: Lonestar E
	<b>Lean In: The Value of Short-Interval Planning Across Project- and Asset-Intensive Industries (1141)</b>	Industry Insights Track Lonestar H
	<b>AI Innovation Across the Construction &amp; Engineering Suite (1128)</b>	CE Product Vision Track Room 303/304
	<b>How Opower Innovates: Inside our Test and Learn Program (1148)</b>	Customer Engagement & Experience Track Lonestar F
	<b>Expediting ToDo resolution with AI (1118)</b>	Customer Service & Billing Track Lonestar D
	<b>Accelerating Utility Integrations with AI Powered Enablement (1068)</b>	Field Service Track Lonestar A
	<b>Navigating SaaS Upgrades: Customer Perspectives and Best Practices (1038)</b>	Utility Asset Track Lonestar B
	<b>Oracle Utilities Network Management System on Oracle Cloud Infrastructure (1098)</b>	Grid Management Track Lonestar G
	<b>BOSS Sponsored Session with Cedar Falls Utilities</b>	Metering Track Sponsor Lonestar C
	<b>Smarter Work Starts Here-Practical Value Without the Buzzwords (1110)</b>	Intelligent Business Track Room 301/302
<b>AI-Powered Digital Twins for Smarter Utility Infrastructure (1054)</b>	Innovation Edge Track Room 402/403	

4:15pm – 5:00pm	<b>SCADA Commissioning (1101)</b>	Grid Management Track Lonestar G
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