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Oracle Customer Edge Summit 2026

Open a World of Opportunities with AI

Austin, TX | April 12-14, 2026

Track Agenda – Grid Management (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 Demos 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

1:00pm – 1:45pm	**Grid Management Roadmap (1093)** Hear an overview of the product strategy for the next 12-18 months, including where we see the industry heading, what the biggest challenges are and the items we are planning on delivering to address these challenges. **Oracle Presenters:** Arun Nimmala, Global Head OT Solutions and Tom Eyford, Global Industry and Customer Advisor, Oracle	Lonestar G
2:00pm – 2:45pm	**25.12 Release Review and Roadmap (1094)** Take a deeper dive into some of the exciting new features delivered in the latest release, including a look ahead with the roadmap for these items. See what's new in OMA/Mobile, OMS, DMS, DERMS, and SCADA products. **Oracle Presenters:** Russell Taylor, Grid Solutions Product Manager, Hamdi Albunashee, Grid Solutions Product Manager, and Paul Westwater, Principal Grid Product Manager, at Oracle	Lonestar G
2:45pm – 3:15pm	Break & Visit the Sponsor Solutions Gallery, Oracle Product Demos and Industry Suites Showcase	
3:00pm – 5:00pm	Optional Workshop: Interactive Agentic AI Workshop: Reimaging our Work Experience with AI Agents (1095) 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. **Oracle Presenter:** Ashish Agarwal, Senior Director, Innovation Lab, Oracle	402/403
3:15pm – 4:00pm	**Empowering Utilities with Integrated AI-Driven Data Solutions on Oracle's Cloud Infrastructure** Utilities must manage data spread across SCADA, field sensors, ERP, MDM, CIS, GIS, and customer systems. Oracle's AI Data Platform (AIDP) provides the unified intelligence layer needed to integrate this data across multicloud environments—including OCI, AWS, Azure, Google Cloud, and on-prem systems—without requiring data movement or duplication. By eliminating data transfers, AIDP helps utilities significantly reduce ingress and egress costs associated with moving data between systems. **Oracle Presenter**: Saul Melara, Enterprise Architect, Oracle	Lonestar G
4:15pm – 5:00pm	Abjayon Partner Session: Portland General Electric's Outage Management System Upgrade (1096) Join the discussion and weigh in on key challenges such as managing legacy integrations, mitigating upgrade risks, and maintaining service continuity during critical periods as we review real-world decision scenarios based on Portland General Electric's OMS upgrade. This session will foster peer learning and practical insight, while directly linking technical modernization decisions to improvements in outage response, reliability, and customer experience. **Customer Presenter:** Shalini Anbalagan, Director, Grid Technologies, Portland General Electric **Partner Presenter:** Himanshu Bari, Senior Director – AT/ OT Practice, Abjayon	Lonestar G

TIME	TRACK	LOCATION
5:30pm – 7:00pm	Customer Edge Reception	Pool Deck – Level 5

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	**Grid Management Customer Panel (1097)** Hear fellow OT customers from SDGE, Dominion, Firster Energy and Cobb EMC as they discuss their journeys with NMS, how they manage their interfaces, and how they see their NMS solutions evolving in the future. **Customer Presenters:** Kevin Hawrylak, Manager - ADMS Systems, FirstEnergy; Joshua O'Connell, ES & Grid Ops Eng Assoc II Electric Distribution Operations, San Diego Gas & Electric; Faby Helme, Manager – Electric Distribution Technical Application and Business Support, Dominion Energy Virginia **Oracle Presenters:** Arun Nimmala, Global Head OT Solutions and Mike Langford, Director, NMS Product Development, Oracle	Lonestar G
11:00am – 11:45am	**AI in the Control Room (1099)** NMS is evolving to take advantage of modern technology, improve the user experience, and AI. Join us to review some of the latest changes, as view the plan going forward, and discuss how and where tools such as AI Call-taking and NMS Chatbots could make a difference to your user experience. **Oracle Presenters:** Piyush Mishra, Product Manager, Ashish Agarwal, Senior Director, Innovation Lab, Collin Webb, Software Engineer, Oracle	Lonestar G
11:45am – 1:00pm	Lunch	
1:00pm - 1:45pm	**Under The Magnifying Glass: How FLISR and Powerflow Exposed our Hidden Grid Realities** Hear about Toronto Hydro's FLISR and Powerflow implementation and the lessons learned from these applications not strictly being about the software but the integrity of the ecosystem supporting it. While FLISR is often celebrated for reducing SAIDI and SAIFI, its true value at our utility emerged as a "magnifying glass" that identified our underlying foundational gaps. **Customer Presenters:** Naeem Modhi, Title: Senior Manager – Grid Operations Engineering & Event Management, and Leon Nishan, SCADA Engineer, Toronto Hydro	Lonestar G
2:00pm - 2:45pm	**Customer program management and DERMS (1100)** Oracle's Digital Asset Cloud Service is evolving and becoming CPMCS. Join us for a session to review what that means for existing DACS services and how it will evolve to support managing all the different DERMS devices on the utility network.	Lonestar G

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	Oracle Presenters: Surya Sen, Senior Principal Product Manager and Hamdi Albunashee, Grid Solutions Product Manager, Oracle	
2:45pm – 3:15pm	Break & Visit the Sponsor Solutions Gallery, Oracle Product Demos and Industry Suites Showcase	
3:15pm – 4:00pm	Oracle Utilities Network Management System on Oracle Cloud Infrastructure (1098) Join us for a high-impact, deep dive into Oracle ADMS on Cloud. Discover how a cloud-native architecture eliminates the "upgrade cycle" fatigue, scales instantly during major storm events, and provides a unified "single pane of glass" for the modern operator. Don't just manage the grid—outpace it. **Oracle Presenter:** Russell Taylor, Grid Solutions Product Manager, Oracle **Partner Presenter:** Himanshu Bari, Senior Director – AT/ OT Practice, Abjayon	Lonestar G
4:15pm – 5:00pm	SCADA Commissioning (1101) The process for commissioning new devices in Flex SCADA allows for quick configuration and commissioning of SCADA devices within NMS. We will look at the range of options available to get new SCADA devices and their configurations into NMS, commission them, and then control them. **Oracle Presenter:** Paul Westwater, Principal Grid Product Manager, Oracle	Lonestar G