

Oracle Customer Edge Summit 2026

Open a World of Opportunities with AI

Austin, TX | April 12-14, 2026

Track Agenda – Innovation Edge (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	<p>Opening Keynote: AI Changes Everything</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>	JW Grand Ballroom
9:45am – 10:30am	Utility Industry Keynote: Empowering AI-driven innovation for utilities	
9:45am – 10:30am	<p>From Data to Decisions: Select AI Agent with RAG in Oracle Database 26ai (1029)</p> <p>We will demonstrate a solution that focuses on using Natural Language Query to retrieve information from secure and proprietary unstructured contents using Select AI Agent within Oracle Database 26ai and utilize vector capabilities, enabling developers to build an intelligent, secure, and enterprise-grade</p>	402/403



	<p>question-answering system. The agent will leverage Retrieval-Augmented Generation (RAG) to allow a Large Language Model (LLM) to generate accurate, context-aware responses derived exclusively from a confidential and proprietary knowledge base stored inside the database in vectorized format.</p> <p>Oracle Presenters: Digs Sengupta, Principal Cloud Architect, Oracle and Joe Hahn, Data Scientist, Oracle</p>	
10:45am – 11:30am	Construction and Engineering Industry Keynote: Empowering AI-driven innovation for engineering and construction	
10:45am – 11:30am	<p>Smarter Field Ops: Oracle GenAI for Energy & Water Utilities (1027)</p> <p>This presentation & demo showcases how Oracle Cloud Infrastructure (OCI) Agentic AI combines OCI RAG Chat Agents, OCI Vision, and OCI Speech to assist field workers in the Energy and Water Utilities industries. The solution acts as an intelligent field copilot, delivering real-time, context-aware guidance using asset documentation, safety procedures, IoT data, and historical maintenance records. Field crews can use voice and images to identify equipment, detect anomalies, validate safety compliance, and receive step-by-step repair instructions. Agentic workflows correlate visual insights, sensor data, and predictive models to accelerate maintenance, improve safety, reduce outages, and enhance customer service.</p> <p>Oracle Presenters: Ashish Sohane, Director of Cloud Engineering, Oracle and Nabil Nawaz, Master Principal Cloud Architect, Oracle</p>	402/403
10:45am – 11:30am	<p>Transformer Health Monitoring: AI at the Edge with Oracle Cloud (1055)</p> <p>Power transformers are among the most critical and expensive assets in electric utilities. A single transformer failure can lead to widespread outages, long replacement times, safety risks, and significant financial loss. Traditional transformer monitoring approaches—often based on periodic inspections or centralized analytics—can miss early warning signs due to latency, limited data granularity, or connectivity constraints at substations.</p> <p>OCI Roving Edge Infrastructure and Compute Cloud@Customer (C3) enable continuous, AI-driven transformer health monitoring at the edge, delivering real-time insights directly within substations or remote grid locations.</p> <p>Oracle Presenters: Luis Ramirez, Senior Cloud Engineer, Oracle and Vidhya Sethuraman, Sr. Manager, Cloud Engineering, Oracle</p>	Lonestar B
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	<p>Enterprise SaaS - Roadmap & Strategy (1080)</p> <p>Dive into the latest enhancements to the Oracle Utilities Enterprise SaaS platform and preview what’s on the horizon for the year ahead. In this session, you’ll discover powerful new features now available to solve key challenges and improve operational efficiency. Gain clarity on our development priorities and how they align with your organization’s needs, ensuring you leave with actionable insights to drive impact. This session is your opportunity to see how Oracle continues to innovate and deliver value for utilities.</p> <p>Oracle Presenter: Brian Michel, Senior Group Product Lead, Oracle</p>	402/403
2:00pm – 2:45pm	<p>Enterprise SaaS - Leveraging OCI Logging & Monitoring for Performance Analysis (1083)</p> <p>Oracle Utilities Enterprise SaaS is plugged into the OCI Console and OCI tooling. Join us to understand how your Enterprise SaaS applications can emit log and metric data directly to OCI Logging, OCI Monitoring and OCI CloudGuard and</p>	402/403

2 AGENDA / Innovation Edge

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	<p>how to use OCI tools perform complex performance and troubleshooting analysis of your integration, online and batch processing logic.</p> <p>Oracle Presenter: Kashif Qureshi, Senior Principal Product Manager, Oracle</p>	
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, Innovation Lab, Oracle</p>	402/403
3:15pm – 4:00pm	<p>True 360: The Utilities AI Data Platform (1024)</p> <p>The promise of a single solution driving operational success for utilities has been just out of reach—until now. Traditionally, customer operations, assets, billing, and metering have each managed data in siloed systems, offering just a narrow slice of the full picture. With the Utilities AI Data Platform, you achieve true 360-degree visibility across your business. Pre-configured data pipelines seamlessly bring together curated, high-quality (“gold”) data from every major utility domain into a unified platform. Now, connect asset and customer data; link billing, metering, and engagement insights; and power next-level AI use cases to accelerate innovation. Join Oracle experts to learn how Utilities AI Data Platform finally delivers a complete, connected view empowering smarter decisions and better outcomes across your enterprise.</p> <p>Oracle Presenters: Jason Kriendler, Director of Product Management and Kojo Quaye, Product Strategy, Oracle</p>	Lonestar D Combined with Customer Service & Billing
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	Infosys Sponsored Session Infosys - AIDP for Utilities: Enabling AI Use Cases Across the Enterprise (1086)	Lonestar F
	<p>Infosys and Oracle will showcase how the AI Data Platform (AIDP) empowers utilities to accelerate AI adoption across grid operations, customer engagement, and Back Office functions. AIDP unifies AMI, SCADA, DER, outage, billing, IoT, and customer data with built in governance, ML lifecycle management, vector search, and integrated GenAI services. This enables high value use cases such as predictive maintenance, load and DER forecasting, anomaly detection, transformer health insights, revenue assurance, billing accuracy, workforce optimization, and automated service workflows.</p> <p>Oracle Presenter: Saul Melara, Field CTO, Oracle Infosys Presenters: TBD</p>	
10:00am – 10:45am	Instant Impact: Accelerating Enterprise SaaS with Self-Service Control (1082)	402/403
	<p>Oracle Energy & Water is bringing more automation and self-service to your cloud experience—fully aligned with the latest OCI platform and console capabilities. Join us to discover how the Cloud Service Console empowers you to manage environments and streamline administrative tasks. We’ll also share a sneak peek at exciting new admin features coming soon.</p> <p>Oracle Presenter: Michael Green, Principal Product Manager, Oracle</p>	
11:00am – 11:45am	Accelerating Innovation: Oracle Utilities Application Framework Roadmap (1081)	402/403
	<p>Join us as we showcase the latest advancements in Oracle Utilities Application Framework (OUAF) and provide a sneak peek into what’s coming over the next 12 months. Explore our no/low-code strategy, dive into the impact of Redwood UI standards on your applications and discover how AI/ML is transforming implementations to drive smarter and more efficient solutions.</p> <p>Oracle Presenter: Anthony Shorten, Senior Principal Product Manager, Oracle</p>	
11:45am – 1:00pm	Lunch	
1:00pm - 1:45pm	From Smart Meter Data to Predictive Grid Operations: Oracle AI Data Platform for Utilities	402/403
	<p>Oracle’s AI Data Platform (AIDP) unifies smart meter, customer, and grid-edge data in a governed intelligence platform and applies AI/ML to deliver actionable insights across enterprise systems such as ADMS, CIS, and customer engagement applications. In this session, learn how AI-driven disaggregation (EV, HVAC, DER), AI-enhanced VEE, and advanced forecasting improve load planning and grid readiness, while continuous monitoring detects failing meters, anomalies, and potential theft to protect revenue, reduce truck rolls, and boost reliability and customer satisfaction.</p> <p>Oracle Presenters: Saul Melara, Field CTO, Oracle</p>	
2:00pm - 2:45pm	Cloud Integrations - Journey to the Future (1079)	402/403
	<p>Learn about cloud integration strategies and how AI simplifies and accelerates the integration process.</p>	

Oracle Presenters: Viktoriya Feldman, Director of Product Management, Cross Solutions, Oracle and Natalie Leykin, Sr Director of Product Management, Cross Solutions, Oracle

2:45pm – 3:15pm

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

3:15pm – 4:00pm

AI-Powered Digital Twins for Smarter Utility Infrastructure (1054)

402/403

AI-powered Digital Twins are transforming how utilities design, build, and operate critical energy and water infrastructure. This session presents a reference solution architecture that combines IoT-enabled field data, NVIDIA Omniverse, and OCI to create intelligent digital replicas of assets such as substations, pipelines, and treatment facilities. By integrating IoT sensor data, operational systems, and enterprise applications with AI-driven analytics, utilities can optimize capital projects, improve grid reliability, and enable predictive maintenance. The architecture delivers scalable, secure, and data-driven insights across the full asset lifecycle from planning and construction to operations and long-term performance.

Oracle Presenters: Dr. Sanjay Basu, Senior Director, Oracle, Vidhya Sethuraman, Sr. Manager, Cloud Engineering, Oracle and Basir Navab, Senior Cloud Engineer, Oracle
