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Oracle Customer Edge Summit 2026

Open a World of Opportunities with AI

Austin, TX | April 12-14, 2026

Track Agenda – Intelligent Business Operations (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 Hub, 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	
10:45am – 11:30am	Oracle Utilities and Fusion Data Intelligence Unify Utility Data (1022) Come see how Oracle Utilities Data intelligence, combined with Fusion Data Intelligence, bring your customer, meter, and asset data on the same platform as your back-office applications to help unlock insights through OCI and data unification.	301/302

	Oracle Presenters: Jason Kriendler, Director Product Management, Mike Kumpula, Business Lead, and Kojo Quaye, Principal Product Strategy, Oracle	
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	Deloitte Consulting Partner Session: Driving Utility Transformation Through Strategic Collaboration: Oracle and PowerPlan Delivering Success Across North America (1109) Join Exelon, Oracle, PowerPlan, and Deloitte as they discuss how collaboration drove business results for multi-jurisdictional utilities across the entire enterprise—including operations, planning, accounting, tax, and regulatory functions. Exelon's Finance Transformation journey leveraged Oracle SaaS (ERP, EPM, OAC) and PowerPlan solutions to address critical business needs. **Customer Presenter:** Jennifer Hale, Financial Systems, Power Property, Exelon **Deloitte Partner Presenter:** Greg Ingraffiam, Technology Fellow **Special guest:** James Major, Director Industry Strategy & Advisory, PowerPlan **Oracle Presenter:** Keith Rash, Business Lead, Oracle	301/302
2:00pm – 2:45pm	**Back to the Fusion! (Part 1) A Time-Traveling Journey Though Cloud Transformation** **(1008)** Join Doc and Marty (Jay & Mike) as they fire up the flux capacitor for a time-traveling look at Arizona Public Service's digital journey toward a brighter ERP future. In the first episode of a multi-part, multi-year EDGE series, they trace APS's path from securing executive vision and sponsorship, through solution and SI selection, team formation, and funding, through Phase 0 planning and the first system integration test cycle. Along the way, they'll share lessons learned on navigating change, avoiding common large-program pitfalls, and what it really takes to keep the DeLorean on track as the clock tower comes into view. **Customer Presenters:** Jay Twitchell, Director Business Transformation, Arizona Public Service and Mike Melaragni, IT Senior Director, Arizona Public Service **Oracle Presenter:** Vanessa Paskill, Industry Sales Executive, Oracle	301/302
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, Industry Labs, Oracle	403/404
3:15pm – 4:00pm	Accenture Partner Session: Building a high-performing all cloud-based utility system platform ready	Lonestar A

	for acquisitions

Learn how Delta Utilities & Accenture partnered to implement an all-cloud Oracle-first solution (Fusion ERP/PPM, HCM, CCS, WACS, OFS, OIC Gen3, OCI) to stand up Delta's business and technology across the enterprise. Delta Utilities is a new gas startup utility headquartered in New Orleans which completed its first of three acquisitions, first being Entergy's gas business, which served over 204,000 customers. 1.2M customers are planned once all acquisitions are completed. Our Oracle implementation was a major undertaking, completed in under 17 months, including conversion from SAP systems.

Customer Presenter: Mark Miko, Chief Information Officer, Delta Utilities
Partner Presenter: Michael Ramirez, Americas Resources Operations Lead, Accenture | Asset Track room |
| 3:15pm – 4:00pm | Vertex sponsored session (track sponsor for Intelligent Business Operations)
Transforming Finance and Operations with Oracle and Vertex
(1091)
Join us for an insightful conversation featuring a panel of experts from Berkshire Hathaway Energy and S&B Engineers and Constructors, Ltd., as they share their Oracle Finance and Operations transformation journeys. Hear how their adoption of Oracle Cloud ERP is enabling them to drive innovation, efficiency, and scalability across their organizations.

Customer Presenters: Cheryl Crawmer, Senior Leader, Berkshire Hathaway Energy and Melanie Stratton, Vice President of Accounting Operations, S&B Engineers and Constructors Ltd. | Lonestar B |
| 4:15pm – 5:00pm | Transforming the Future: Southern Star Central Gas's Success Story

Join us for an insightful panel discussion titled, Transforming the Future: Southern Star Central Gas Pipeline, Inc.'s Success Story with Oracle Fusion Applications." The panel will include how Oracle Fusion Applications have revolutionized the operational landscape at Southern Star. Hear directly from the director of IT, as well as the Directors of Enterprise Performance Management, Enterprise Resource Planning, and Supply Chain Management as they share their experiences, challenges, and innovative strategies that led to exceptional business transformation.

Customer Presenter: Trent Thomas, Leader, IT Applications, Southern Star Central Gas Pipeline | 302/303 |
| 4:15pm – 5:00pm | BHE transforms their companies by standardizing on Oracle ERP, Utilities, and Construction and Engineering solutions (1123)

Berkshire Hathaway Energy (BHE) is executing a multi-year initiative to standardize technology across its subsidiary companies using a consistent set of enterprise solutions. The program includes Oracle Fusion Cloud for back-office operations; Oracle Primavera Cloud and Primavera Unifier for capital planning, project delivery, and cost controls; and Oracle Utilities solutions to improve asset maintenance and help households reduce energy consumption. Oracle also provides Sustainment support across the full Oracle stack. Under a single, integrated governance model, Oracle delivers a unified platform and ongoing post-go-live support to simplify and streamline processes, strengthen Sustainment operations, and optimize outcomes for BHE and its 13 million customers—now and into the future.

Customer Presenter: Drew Smith, Vice President of Applications, Berkshire Hathaway Energy
Oracle Presenter: Joe Lupton, Senior Customer Advisor, Oracle | Lonestar D

Combined session with CE Customer Service, CE Industry Insights and CE Product Vision |

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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	Pattern Wind Energy Asset Maintenance Solution (1050) To help with Pattern Energy's ever-growing need in their Wind turbine maintenance solution Pattern decided to implement Oracle Fusion Cloud and Fusion Field Service to address disparate systems, inconsistent processes, paper-based documentation, and enhanced user digital experience. With the help of Oracle Maintenance, Quality and Fusion Field service Pattern has achieved a fully integrated solution for the end users. **Customer Presenter:** Brad Summers, Director, EAM Applications and Amanda Bosquez, Manager, Software Support Pattern Energy **Deloitte Partner Presenters:** Mike Anderson, Manager and Fusion Field Service Project Lead	302/303
11:00am – 11:45am	HURON Partner Session: Beyond the PMO: How a Digital Transformation Office Drives Agility at Duquesne Light Company (1070) Utilities face rising load growth, capital costs, and workforce churn while still needing predictable, audit ready delivery. In this session, DLC shares how it replaced a traditional PMO with a Digital Transformation Office (DTO) that links strategy to execution. You'll learn how four components—TMO, PMO, OCM, and BPM—operate as one system to drive value, align leaders, standardize processes, and keep backoffice modernization grounded in real utility operations. **Customer Presenter:** Ashley Nayden, Controller, Duquesne Light **Partner Presenters:** Bianka Shah, Managing Director - Organizational Change Management, Huron and Rey Mendez, Senior Director, Huron	302/303
11:45am – 1:00pm	Lunch	
1:00pm - 1:45pm	CPS Energy's Journey to the Cloud - Progress to date (1042) Leading a successful cloud transformation requires strong change management, especially before go-live. This customer discussion features CPS Energy sharing their journey to the cloud thus far, from initial software selection through the design phase and including staffing, training, workshops and implementation activities. CPS Energy will discuss how the customer has approached change management, engaged stakeholders, simplified and redesigned processes, and focused on delivering business value throughout design. **Customer Presenters:** Vidya Rangachar, Vice President IT Applications & Transformation	302/303

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	Evan O'Mahoney, CIO and Executive Sponsor and Danny Canchola, Supply Chain Capability Group Lead, CPS Energy **Oracle Presenter:** Stephanie Mitchell, Industry Sales Executive, Utilities, Oracle	
2:00pm -2:45pm	**Exelon's Journey to a Fully Integrated Oracle Cloud (1064)** Learn how Exelon, partnering with Deloitte, coordinated across Oracle and non-Oracle enterprise boundary applications, incorporating robust integration, end-to-end testing, streamlined deployment, and targeted hyper care to ensure a seamless go-live and drive lasting value for a Fortune 100 utility. **Customer Presenters:** Ajay Soni, Senior Manager, Solution Design & Architecture, Exelon and Kevin Daughtry, Director, IT, Exelon **Deloitte Partner Presenters:** Rishi Samat, Managing Director and Don Chapman, TITLE, Deloitte Consulting LLP	302/303
2:45pm – 3:15pm	**Break & Visit the Sponsor Solutions Gallery, Oracle Product Demos and Industry Suites Showcase**	
3:15pm – 4:00pm	**Smarter Work Starts Here-Practical Value Without the Buzzwords (1110)** Artificial Intelligence is everywhere - and we're all wondering the same question: How does this actually make my day job better and easier? Rather than diving into technical details, this session will focus on showing you how native intelligent features can make your day job better and easier. Through real-world examples, you'll see how intelligence features can help save you time and help reduce your workload in day-to-day tasks. **Oracle Presenter:** Scotty Sims, Principal Solution Engineer, Oracle	302/303

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