

Oracle Customer Edge Summit 2026

Open a World of Opportunities with AI

Austin, TX | April 12-14, 2026

Track Agenda – Field Service

Sunday, April 12

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

Monday, April 13

TIME	TRACK	LOCATION
7:00am – 5:00pm	Registration	JW Grand Ballroom Foyer
7:00am – 8:15am	Breakfast	Lone Star Foyer
8:30am – 9:00pm	<p>Opening Keynote: AI Changes Everything (1151)</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>Opening Comments and Emcee: Rose Spicer, VP Industry Marketing, Oracle Oracle Presenters: Andrew De La Torre, SVP, Technology - Infrastructure Industries and Matt Beal, SVP, Development, Oracle</p>	JW Grand Ballroom
9:00am – 9:45am	<p>Construction and Engineering Industry Keynote: Empowering AI-Driven Innovation for Engineering and Construction (1153)</p> <p>Customer Presenter: Lee West, ERP Manager, Gilbane</p>	JW Grand Ballroom



	Oracle Presenter: Ryan Kunisch, VP Global Strategy Engineering and Construction, Oracle	
9:45am – 11:00am	BREAK	
10:15am – 11:00am	Utility Industry Keynote: Empowering AI-Driven Innovation for Utilities (1152) Customer Presenters: Vidya Rangachar, VP Transformation, CPS Energy and Jeremy Turner, Chief Administrative Officer, Delta Utilities Oracle Presenters: Paul McDonald, SVP, Development and James Steadman, Global Head of Utilities Product Strategy, Oracle	JW Grand Ballroom
11:00am – 11:30am	Keynote Address (1167) Oracle Presenters: Mike Sicilia, CEO, and Rodger Smith, EVP Industries, Oracle	JW Grand Ballroom
11:30am – 1:00pm	Lunch	JW Grand Ballroom
1:00pm – 1:45pm	No track session during this time	
2:00pm – 2:45pm	Fusion Field Service Strategy and Roadmap (1016) 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. Oracle Presenters: John Ranalli, Director, Outbound Product Management, Faiza Tajammul, Vice President, Product Management, and Paul Hesby, Senior Manager, Product Strategy, Oracle	Lone Star A
2:45pm – 3:15pm	Break & Visit the Sponsor Solutions Gallery, Oracle Product Demos and Industry Suites Showcase	JW Grand Ballroom Foyer and Level 3 Lone Star Foyer
3:15pm – 4:00pm	Accenture Diamond Partner Session: Built to Scale: An Oracle-First Platform for Utility Growth and Acquisition (1076) 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 Presenters: Mark Miko, Chief Information Officer and Jeremy Turner, Chief Activation Officer, Delta Utilities Partner Presenters: Jerry, Howell, Managing Partner and Ryan Sather, Managing Partner, Accenture	Lone Star E combined session with Utility Asset and Intelligent Business
4:15pm – 5:00pm	From Planning to Execution: FFS in the Oracle Utilities Industry Solution Suite (1069) 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	Lone Star A

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	<p>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>	
5:30pm – 7:00pm	<p>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!</p> <ul style="list-style-type: none"> • Live music, good vibes: enjoy the Jordan Mathew Young Band, proudly sponsored by CMC Project Solutions. • A Texas-style toast starts here: bourbon tastings at the KPMG station. • Alithya invites you to make your mark—custom brand a leather item and take home a keepsake. • Espresso yourself: try the Vertexpresso Martini, courtesy of Vertex. • Ready for a little agave adventure? Join Accenture at the margarita sampler station. • Unplug and enjoy—live cigar rolling, hosted by Paymentus at the cabana. 	Pool Deck – Level 5

Tuesday, April 14

TIME	TRACK	LOCATION
7:00am – 4:00pm	Registration	JW Grand Ballroom Foyer
7:00am – 8:15am	Breakfast	Lone Star Foyer
8:30am – 9:30am	<p>Opening Session: Empowering resilience: Celebrating our customers (1154)</p> <p>Master of Ceremonies: Mark Webster, Infrastructure Industries Global Sales, Oracle</p>	JW Grand Ballroom
9:30am – 10:00am	Break & Visit the Sponsor Solutions Gallery, Oracle Product Demos and Industry Suites Showcase	JW Grand Ballroom Foyer and Level 3 Lone Star Foyer
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>	Lone Star B combined session with Utility Asset
11:00am – 11:45am	OFS at BHE: Keeping Field Work Moving and Connected to the Back Office (1075)	Lone Star A

	<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</p> <p>Oracle Presenter: David Souza, Consulting Technical Manager, Oracle</p>	
11:45am – 1:00pm	Lunch	JW Grand Ballroom
1:00pm - 1:45pm	<p>Improving Field Service Using "Where's my Tech" Functionality in OFS (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> <p>Customer Presenter: Christina Lima, Manager, Billing Data Management, Toronto Hydro</p>	Lone Star A
2:00pm -2:45pm	<p>Old Ways, New Tools: Implementing OFS Application Adoption (1073)</p> <p>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.</p> <p>Customer Presenter: Alex Smith, Work and Asset Data Analyst II, Tri-State Generation</p>	Lone Star A
2:45pm – 3:15pm	Break & Visit the Sponsor Solutions Gallery, Oracle Product Demos and Industry Suites Showcase	JW Grand Ballroom Foyer and Level 3 Lone Star Foyer
3:15pm – 4:00pm	<p>Transforming Field Operations and Integrations with Oracle AI (1068)</p> <p>This session highlights how AI accelerates Oracle Field Service integrations and enhances field work management. Oracle Field Service AI optimizes operations through intelligent scheduling, routing, real-time technician assistance, and predictive insights to improve efficiency, reduce downtime, and increase first-time fix rates. Additionally, experts will showcase the Oracle Utilities Implementation Assistant, an AI-powered solution on OCI that provides validated, version-aware guidance via a conversational interface to simplify configuration, customization, and troubleshooting across Oracle Utilities and OFS integrations. Oracle Presenters: Viktoriya Feldman, Senior Principal Product Manager, and Natalie Leykin, Sr Director of Product Management, Cross Solutions and Faiza Tajammul, Vice President, Product Management, Oracle</p>	Lone Star A

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