

Oracle Customer Edge Summit 2026

Open a World of Opportunities with AI

Austin, TX | April 12-14, 2026

Track Agenda – Innovation Edge

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 Demos and Industry Suites Showcase Meet & Greet - Reception	JW Grand Ballroom Foyer Level 4 and Level 3 Lone Star Foyer

Monday, April 13

TIME (CDT)	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 – 10:15am	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	AI at the Edge with OCI Roving Edge (1055) Energy & Utilities field operations rely on accurate field work packages (job steps, safety requirements, drawings, permits), but crews often face information overload and intermittent connectivity at remote sites. This session presents an edge-first retrieval-augmented generation (RAG) document summarization application running on the Oracle Roving Edge device to deliver concise, context-specific summaries from locally available documents in connected, intermittently connected or disconnected modes. We will cover the end-to-end flow – document sync/ingest, local retrieval, grounded summarization, offline use, and resync. We will also provide an overview of other AI-at-the-Edge possibilities utilities can deploy on OCI Edge Infrastructure. Oracle Presenters: Luis Ramirez, Senior Cloud Engineer, Oracle and Vidhya Sethuraman, Sr. Manager, Cloud Engineering, Oracle	Lone Star A
1:00pm – 1:45pm	Accelerating Innovation: Oracle Utilities Application Framework Roadmap (1081) 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. Oracle Presenter: Anthony Shorten, Senior Principal Product Manager, Oracle	Room 403
2:00pm – 2:45pm	Enterprise SaaS - Roadmap & Strategy (1080) 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. Oracle Presenter: Brian Michel, Senior Group Product Lead, Oracle	Room 403
2:00pm – 2:45pm	True 360: Oracle Utilities Data Intelligence (1024) 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	Lone Star D Combined with Customer Service &

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	<p>slice of the full picture. With Oracle Utilities Data Intelligence, 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>	Billing
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>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 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 Presenter: Digs Sengupta, Principal Cloud Architect, Oracle</p>	Room 403
3:15pm – 4:00pm	<p>PwC Diamond Sponsored Session Scaling AI Together: Utilities, Construction, and the Data Center Race (1158)</p> <p>AI’s explosive growth is transforming business models, creating new paths to differentiation, and driving unprecedented operational efficiency. Behind the scenes, demand for modern, AI-ready data centers is surging—forcing a rapid reshaping of industry ecosystems. In this panel, leaders from tech, utilities, and construction will share how they are partnering to deliver the next generation of data centers at scale—and how they’re turning this inflection point into a once-in-a-lifetime growth opportunity.</p> <p>Customer Presenters:</p> <ul style="list-style-type: none"> Chris Gorthy, Advanced Technology Core Market Leader for Mission Critical Projects at DPR Construction Laura Seals, Lead Commercial Operations Analyst, Alliant Energy Data Center and Wholesale Services <p>Partner Presenter: Scott Strean, Partner, PwC Oracle Presenter: Josh Kanner, Senior Director, Product Management, Oracle</p>	Lone Star A
3:15pm – 4:00pm	<p>Rethinking the App Stack in the Age of AI (1007)</p> <p>AI is reshaping the traditional app stack. This talk shows how each of the three layers is evolving in the age of AI: Data → semantic layer: ontologies and knowledge graphs Business → cognitive agents: goal planning and tool use with guardrails UI → dynamic UX: intent-driven flows and dynamically generated components Through examples and demos at each layer, we’ll show how these shifts enable AI-first application development—and how to start adopting them in real projects.</p> <p>Oracle Presenter: Ashish Agarwal, Sr. Director, Industry Labs, Oracle</p>	Lone Star C

4:15pm – 5:00pm	<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, and Nabil Nawaz, Master Principal Cloud Architect, Oracle</p>	Room 403
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>Infosys Sponsored Session Infosys - AIDP for Utilities: Enabling AI Use Cases Across the Enterprise (1086)</p> <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>Infosys Presenter: Matthew Lenzini, Partner – Business Consulting, Infosys Oracle Presenter: Ashish Sohane, Director Data Platform Engineering, Oracle</p>	Room 403
10:00am – 10:45am	<p>Instant Impact: Accelerating Enterprise SaaS with Self-Service Control (1082)</p> <p>Oracle Utilities 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: Kashif Qureshi, Senior Principal Product Manager, Oracle</p>	Lone Star F
11:00am – 11:45am	<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 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>	Room 403
11:45am – 1:00pm	Lunch	JW Grand Ballroom
1:00pm – 3:00pm	<p>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 Presenters: Ashish Agarwal, Senior Director, Innovation Lab, Kim Grego, Product Marketing, Jessica Zhu, Data Science Manager and Shreya Krishan, Sr. Product Manager, Oracle</p>	Room 304
2:00pm -2:45pm	Cloud Integrations - Journey to the Future (1079)	Room 403

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	<p>Learn about cloud integration strategies and how AI simplifies and accelerates the integration process.</p> <p>Oracle Presenters: Viktoriya Feldman, Director of Product Management, Cross Solutions, and Natalie Leykin, Sr Director of Product Management, Cross Solutions, Oracle</p>	
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>AI-Powered Digital Twins for Smarter Utility Infrastructure (1054)</p> <p>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.</p> <p>Oracle Presenters: Dr. Sanjay Basu, Senior Director; Vidhya Sethuraman, Sr. Manager, Cloud Engineering, and Basir Navab, Senior Cloud Engineer, Oracle</p>	Room 403