

**Q3
2024**

thusa making IT work.

THUSA TALK



TOP IN TECH

Making IT Work For
Over 20 Years

Sixth Edition
Quarterly Magazine

Dear Team,

As we reflect on the third quarter of 2024, I am reminded of the incredible strides we have taken together as a company. THUSA has always been about more than just technology - it's about empowering people, fostering innovation, and building relationships that make a lasting impact. Our journey over the past months has been nothing short of extraordinary, marked by achievements that highlight our collective dedication, creativity, and resilience.

This quarter, we strengthened our commitment to protecting our clients in a rapidly changing digital landscape through a pivotal partnership with Sendmarc. By integrating their DMARC platform into our offerings, we have not only enhanced the cybersecurity capabilities of our clients but also reinforced the trust they place in us. Cyber threats are ever-evolving, and this collaboration reflects our proactive approach to ensuring our clients remain protected, compliant, and ahead of potential risks.

Equally significant has been the opportunity to connect with our clients and partners during our Q3 event, Celebrating 2024 & Securing 2025. This gathering provided a platform to reflect on the successes of the past year while equipping everyone with forward-looking strategies to stay ahead in an increasingly complex environment. The insights shared, especially in the field of cybersecurity, will serve as a guiding light for businesses preparing to meet the challenges of 2025. Moments like these remind us of the power of collaboration and shared vision in achieving greatness.

Internally, this quarter has been a celebration of what makes THUSA unique - our people. From team-building activities like the Art Challenge to cultural celebrations for Heritage Day, Women's Day, and Diwali, we have taken time to honour our diversity and creativity. These events have not only strengthened our bonds as colleagues but have also reminded us that our individuality is our greatest strength. Each of you contributes a unique perspective and skill set that drives our mission forward, and it's this collective effort that allows us to deliver excellence to our Clients.

One highlight was the Mandela Day initiative, where we partnered with the Denis Hurley Centre. The training we provided to their team on better technology usage was not just a technical session - it was an investment in a community that gives so much to others. This outreach initiative is a testament to the values we hold dear:

Ubuntu, compassion, and a commitment to leaving the world better than we found it. These actions remind us that our work is not just about technology but about making a difference in people's lives.

As we look ahead to the future, it is clear that adaptability, innovation, and resilience will continue to define our success. The landscape of IT and cybersecurity is one of constant change, and our ability to anticipate, adapt, and deliver is what sets us apart. Let us carry forward the momentum of this quarter, channeling our energy into initiatives that strengthen our position as leaders in the industry.

For 2025, our goals are ambitious but well within our reach. We aim to expand our partnerships, deepen our client relationships, and invest in the personal and professional growth of our team. Our social initiatives, team-building efforts, and strategic projects are all stepping stones toward a brighter future, both for THUSA and for the communities we serve.

Thank you for your dedication and hard work. Every milestone we reach is a reflection of your efforts, and every challenge we overcome is a testament to your resilience. Together, we are not just responding to change - we are creating it.

Here's to closing out 2024 on a strong note and entering 2025 with renewed purpose and determination. Let us continue to work together, support one another, and embrace the opportunities that lie ahead.

Warm Regards,

Daniel Phillips

Managing Director



FRESH OFF THE PRESS!

This month at THUSA, we're excited to celebrate growth, achievements, and the arrival of some incredible new talent. From certifications to new starters, and even expanding our heights (literally!) with training, there's plenty of exciting news to share.

We're delighted to announce **Mishka Mahomed** as our new Head of People. Mishka brings a wealth of experience and a passion for creating a positive, thriving workplace. She's already inspiring us with her vision for employee engagement and culture-building. Joining her on our leadership team is **Faye Strydom**, stepping in as our new Head of Customer Success. Faye's expertise in nurturing client relationships and driving customer satisfaction is a perfect fit for THUSA's mission to deliver exceptional service.

We're also thrilled to welcome **Caitlyn Inderjeeth** to the THUSA family as a NOC Technician. Caitlyn's dedication to ensuring seamless network operations will be a valuable asset to our technical team.



Mishka Mahomed



Faye Strydom



Caitlyn Inderjeeth

In addition to our new leaders, we're thrilled to welcome three enthusiastic IT learners: Noxolo, Zama, and Sabelo. Over the next few months, they'll immerse themselves in the IT world, gaining valuable hands-on experience. Zama and Sabelo are already making their mark as they work onsite with one of our clients, honing their skills and contributing to live projects. We're excited to see the impact they'll make as they grow with us!

We've added a new dimension to our team's capabilities with Working from Heights training! A group of our team members completed specialized training in ladder and scaffolding safety, ensuring they're equipped to tackle even the most elevated client needs. Whether it's rooftop hardware installations or high-up troubleshooting, we're now certified to take IT solutions to new levels - both figuratively and literally. Rest assured, no matter where the challenge lies, THUSA's got you covered!

At THUSA, we believe in constant growth and professional development, and our team has been

achieving great things. Matthew Marais earned his CompTIA A+ and N+ certifications, demonstrating expertise in foundational IT systems and networking. Lendel Moodley has also completed his AZ-900 and MS-900 certifications.



Matthew Marais



Lendel Moodley

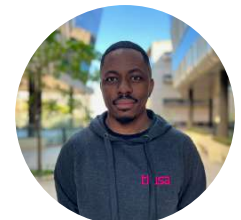
Andre Viljoen is also on the road to completing his MS-900 certification, broadening his skill set in Microsoft systems. Kemlyn Pillay and Farai Pawandiwa successfully achieved their Microsoft Adoption Service Specialist certifications, further enhancing their ability to support clients in leveraging Microsoft technologies.



Andre Viljoen



Kemlyn Pillay



Farai Pawandiwa

These certifications reflect our team's dedication to staying ahead in the ever-evolving IT landscape. Each new qualification not only strengthens our internal expertise but also enhances the quality of service we can deliver to our valued clients.

As we grow our team and celebrate these achievements, we're reminded that THUSA's strength lies in the passion, talent, and determination of our people. Here's to continued success, reaching new heights, and making a difference for our clients.



Working at THUSA is fun because our work helps businesses and improves people's lives, giving us a strong sense of purpose and fulfilment.

Secure your business with DMARC

In partnership with leading DMARC provider Sendmarc, we can help you protect your business against phishing, spoofing, and impersonation with automated and powerful DMARC, DKIM, and SPF control. Sendmarc's DMARC platform empowers the management of any number of domains and safeguards them against misuse and the sending of fraudulent emails.

DMARC with Sendmarc benefits:



Maximize deliverability



Protect your brand



Avoid financial implications



Build customer trust

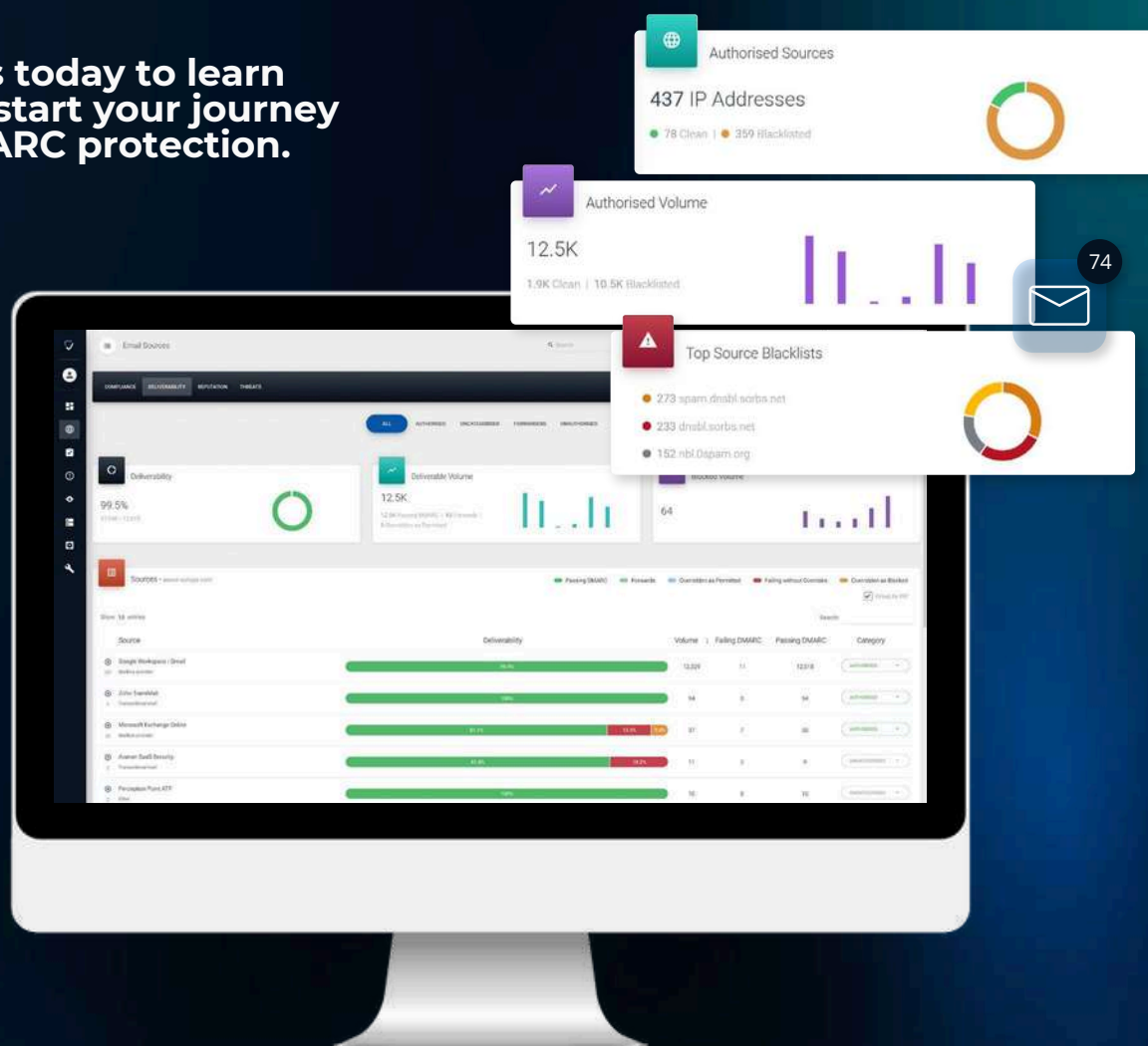


Gain visibility through reports



Comply with global standards

Contact us today to learn more and start your journey to full DMARC protection.



CELEBRATING 2024 & SECURING 2025

What better way to wrap up a successful 2024 than by ensuring your digital future is even brighter? That's exactly what we did at our recent event, celebrating 2024 and Securing 2025, held in partnership with our trusted partners, Kaseya and Sendmarc.

We gathered with our amazing clients for an afternoon of reflections, insights, and, of course, a little fun. As we celebrated the wins of 2024, we also took a deep dive into how to stay ahead of the curve, equipping everyone with cutting-edge strategies to secure their businesses for the year ahead.

Amidst light snacks, refreshing drinks, and engaging conversations, we explored the ever-evolving world of Cybersecurity. Our expert speakers shared practical tips and real-world scenarios, helping our clients build resilient defenses against the unpredictable world of cyber threats.

The event was not just about celebrating; it was about setting our clients up for continued success in 2025. After all, in a world where the only constant is change (and cyber-attacks), it's crucial to stay one step ahead - and that's exactly what we're helping them do.

Here's to an even more secure, successful 2025 - because when it comes to Cybersecurity, it's better to be proactive than to play catch-up!

Thanks to everyone who joined us for an afternoon of learning, networking, and raising a toast to the year that was and the year that's yet to come.



I AM THUSA

Mishka is passionate about employee engagement, fostering a positive workplace culture, and ensuring compliance with company policies and labour laws. Inspired by the quote from Harry Potter: "Happiness can be found even in the darkest of times if only one remembers to turn on the light," Mishka values optimism and resilience. If Mishka could meet any historical figure, it would be Marcus Aurelius, whose stoic philosophy provides timeless wisdom. A lover of pizza and pasta, she finds this classic combo comforting and endlessly versatile, making it her ultimate choice for a meal she'd eat forever.



I am Mishka Mahomed.
I am Head of People,
a Cinephile,
an Avid Reader,
and I am **THUSA**.

Mishka Mahomed

Head of People



I AM THUSA

The best advice Faye ever heard was, "Failure is an opportunity to begin again, this time more intelligently," a principle that fuels her resilience and creativity. As THUSA's Head of Customer Success, she ensures clients reach their goals while fostering trust and loyalty. If she could meet a historical figure, it would be DB Cooper, hoping to uncover the mystery of where he hid the money. Her playful side shines through her favourite dad joke: "How do you organize a space party? You planet." For Faye, choc chip waffles with ice cream are the ultimate comfort food.

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I am Faye Strydom.
I am Head of Customer Success,
a Beach Enthusiast,
a Wine Lover,
and I am **THUSA**.

Faye Strydom

Head of Customer Success



I AM THUSA

The best advice Abbeygail ever received is, "Control what you can, and let go of what you can't," inspiring resilience and focus. As a CSM at THUSA, she strengthens client relationships, and drives value through tailored IT solutions. Her favourite meal is a versatile burrito bowl, reflecting her love for variety and balance. If Abbeygail could meet a historical figure, it would be Marilyn Monroe, admiring her complexity and intelligence. She'd love to discuss Marilyn's experiences breaking stereotypes and navigating fame. Her favourite dad joke? "What do you get from a dwarf cow? Condensed milk!"

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I am Abbeygail van Ryneveld.
I am a Customer Success Manager,
a Gym Enthusiast,
an Animal Lover,
and I am **THUSA**.

Abbeygail van Ryneveld
Customer Success Manager



WORLD CHOCOLATE DAY

This year, we marked World Chocolate Day with custom THUSA chocolates, adding a personalized touch to the celebration.



It was a simple yet enjoyable way to come together as a team and share a moment over something everyone loves – chocolate.

Sometimes, it's the little things that make the day better.



SYS ADMIN DAY

At THUSA, Sys Admins Day is a chance to celebrate all the hardworking individuals who keep our IT wheels turning. From ensuring seamless operations to tackling complex challenges, our team of IT superheroes are the backbone of everything we do.

It's no surprise that we marked the occasion with something sweet – gourmet fudge! Just as our team bring the perfect balance of skill and reliability to the table, this delicious treat reminded us to savour the sweet success they help us achieve every day.



ART CHALLENGE

The THUSA team put down our keyboards, turned off our screens, and picked up paintbrushes for an unforgettable Art Challenge team-building event. The mission? To express our core values through art. And let's be honest, there were a few people who may have been hoping for an "undo" button as the paint started flying.

As the teams got to work, the room was alive with the sound of creativity - and a fair amount of laughter. From abstract interpretations to bold, literal depictions, everyone brought their unique take on what makes THUSA tick.



Each team found new ways to channel their energy, whether it was brainstorming the perfect colour palette or dodging the occasional accidental splatter. It turns out, the creative process is a bit messier than we anticipated!

Between the brushstrokes and brainstorming sessions, we kept the energy high with drinks and a delightful selection of snacks, making it feel less like a competition and more like an art gallery opening - just with more snacks and fewer pretentious critiques.

Some of us may have discovered hidden artistic talents, while others, like Denelle (who might just stick to IT for

the time being), showed that creativity might be best left to the pros.



The night culminated in the crowning of the Art Challenge Champions - Robert, Jaide, Jordan, and Storm! Their artwork stood out not just for its artistic flair, but for how they managed to truly capture the spirit of our values.



In the end, the evening was a perfect blend of fun, creativity, and, of course, teamwork. It's always a blast to see what happens when we get out of our comfort zones and into a world of paint, brushes, and good company.

And whether you're an artist or an IT specialist, it's a reminder that we all have something unique to contribute to the team. Here's to many more team builds that leave us with colourful memories - and maybe fewer accidental paint stains on our shirts next time!

In the busy pace of our daily routines, it's easy to get caught up in chasing goals and delivering results. But it's just as important to step back, take a breather, and invest in the relationships that make our team stronger.

That's why our regular social get-togethers matter so much. They give us the chance to unwind, have real conversations, and connect beyond work. These moments help build a stronger sense of teamwork and make us more effective as a group.

These events go beyond celebrating wins or sharing laughs. They remind us we're not just colleagues but a unified team working toward shared goals. Taking this time to connect builds trust, fosters collaboration, and creates a foundation for even better results.

By prioritizing these moments, we not only refresh ourselves but also reinforce the bonds that make us thrive together.

WOMEN'S DAY

This Women's Day, we celebrate the amazing women at THUSA who are making a powerful impact in the tech industry. We are fortunate to have such a talented group of women, excelling in every role, from IT support to Service Delivery and Management. Their passion, creativity, and leadership inspire us all.

As we reflect on their contributions, let's continue to support and uplift them, ensuring tech remains an inclusive and innovative space for everyone.



SPRING DAY

For Spring Day, the team embraced the season's vibrant energy by dressing up in bright colours and floral prints. We celebrated with delicious spring-themed cupcakes, their vibrant hues and floral decorations perfectly capturing the spirit of the season.



THUSA's collaborative energy keeps me inspired.

INTERNATIONAL BEER DAY

For International Beer Day, we celebrated with a fun and interactive experience that tested our knowledge of international beers. We kicked off the evening with a blind beer tasting challenge, where we had to guess the origins of each beer, putting our global beer knowledge to the test.

Alongside the tasting, we enjoyed a selection of snacks perfectly paired with beer, enhancing the flavours and making the experience even more enjoyable.

Mark impressively nailed all the beers correctly, showcasing his exceptional beer knowledge!



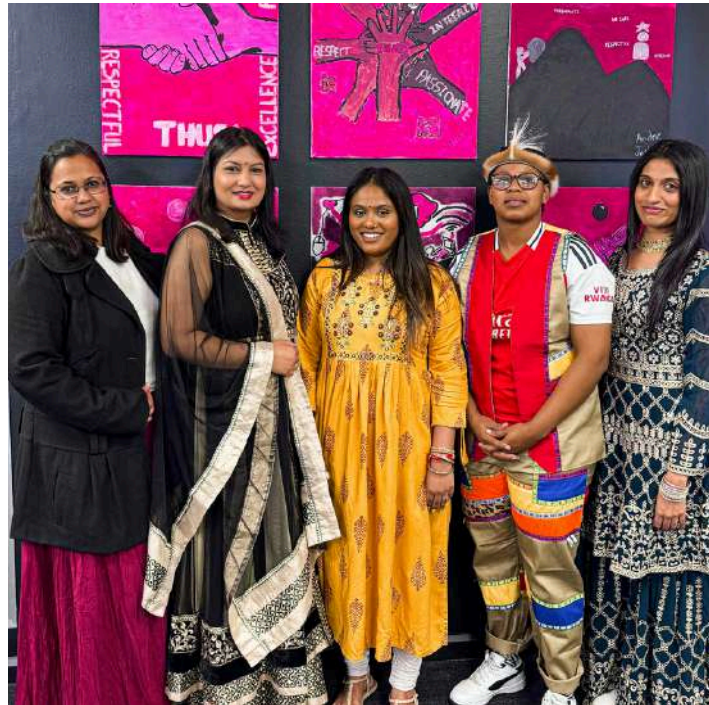
GAMES NIGHT

Our recent games night was a fantastic blend of fun and friendly competition! We put our knowledge to the test with a series of 30-second challenges and other exciting games, all while enjoying some fresh sushi. It was a night full of laughter, quick thinking, and team spirit, making it a memorable event for everyone involved. A great way to unwind and bond over some healthy competition and tasty bites.



HERITAGE DAY

For Heritage Day, we embraced the rich diversity of South Africa by dressing in our vibrant cultural attire and celebrating our heritage with traditional South African food. It was a day of unity and pride as we honoured the unique traditions and customs that make our country so special.



From delicious dishes like bobotie, mini bunny chows, and chakalaka to the colourful and diverse clothing, the celebration was a reminder of the beauty in our cultural differences and the strength we find in our shared heritage.



HALLOWEEN

Our Halloween celebration was full of spooky fun! The office was decked out in eerie decorations - think cobwebs, pumpkins, and just the right amount of spooky flair. Everyone got into the spirit with costumes ranging from spooky to downright hilarious.



The snack table was a monster's dream buffet, with fang-shaped sweets, gummy snakes, wobbly eyeballs, and candy tongues that were equal parts creepy and tasty.



MOVIE NIGHT

The THUSA team came together for a much-needed movie night, complete with all the essentials for a cozy evening. We enjoyed packets of buttery popcorn, a variety of sweets to satisfy every craving, and refreshing slushies - though a few of us experienced the classic brain freeze!

We watched *Grown Ups*, a comedy that had everyone laughing and reminded us that sometimes, it's okay to embrace a little youthful silliness. The film's humour and heart made it a great choice for a relaxed night with colleagues.

It was a simple but fun way to unwind, share a few laughs, and strengthen our bond as a team. Here's to many more nights like this at THUSA!



DIWALI

This year, the THUSA team joined together to celebrate the vibrant and joyous festival of Diwali, the Festival of Lights. Diwali symbolizes the triumph of light over darkness, and knowledge over ignorance, making it a perfect occasion to come together in unity and celebrate with warmth and positivity.

The barfi, with its creamy texture and rich flavours, paired perfectly with the laddoo's melt-in-your-mouth sweetness. These beloved classics brought a taste of tradition to the festivities, filling the office with warmth and a sense of togetherness.



MANDELA DAY

This Mandela Day, we were privileged to partner once again with our friends at the Denis Hurley Centre, an organization that exemplifies the spirit of compassion and community upliftment. The Centre provides life-changing services to those in need, offering meals for the homeless, free medical clinics, showers, clean clothing, and a host of other essential services. Their work impacts countless lives, and we are always inspired by their dedication to making a difference.

In the spirit of Nelson Mandela's legacy, which calls on all of us to dedicate time and effort to improving the lives of others, we had the opportunity to give back to those who are always giving so much. This year, our focus was on empowering the Centre's staff with training on better cellphone use and best practices. Technology is a crucial part of everyday operations, and by sharing knowledge, we aimed to help streamline their workflows, enhance communication, and ultimately support them in doing what they do best: serving the community.

The training covered practical tips and strategies, ensuring their tools are used to their full potential. Our hope is that this session will not only make their day-to-day tasks easier but also allow them to focus more energy on their vital mission of helping others.

Mandela Day is a reminder of the power of collective action and the importance of giving time, skills, and care to those in need. For us, this collaboration was more than just a project - it was an opportunity to stand alongside a team that lives the values of Ubuntu every day.

We are immensely proud to support the Denis Hurley Centre and to contribute to their ongoing efforts. It is through partnerships like these that we keep Nelson Mandela's dream alive: a world where everyone plays a part in building a brighter future for all.





Carl Petzer | Director

As one of the Founders of THUSA, Carl plays a pivotal role in shaping THUSA's strategic direction and overseeing our commercial aspects. His dynamic leadership has fuelled THUSA's impressive growth. When not working, which is seldom, Carl enjoys travelling and being outdoors, finding inspiration in the exploration of new horizons.



Daniel Phillips | Director

Daniel is a dynamic professional with a passion for technology innovation and business. As the Managing Director at THUSA, Daniel plays a crucial role in driving technological advancements and shaping THUSA's strategic direction. Beyond his professional endeavours, Daniel enjoys Gaming, Braai's (with Windhoek) and going to the Bush.



Gerard Roberts | Director

Gerard is a visionary leader and a Director of THUSA. With a deep-rooted passion for technical excellence, Gerard is relentless in his pursuit of perfection and attention to detail. Enjoying all things technical, electronic and mechanical, he enjoys spending time away from work enjoying DIY projects around the house as well as baking and cooking for friends and family.



Kemlyn Pillay | Head of Operations

Kemlyn's passion for people drives him to coach, motivate and enable our team to continually demonstrate THUSA's values to our customers. He is continuously working on our customers experiences as well as the experience and culture of the THUSA Team. During his rare quiet moments he enjoys playing and watching sport, as well as spending time with his sons.



Mishka Mahomed | Head of People

Mishka is dedicated to fostering compliance, enhancing employee engagement, and championing the needs of the people. With a meticulous approach and a passion for creating a supportive workplace, Mishka ensures that the team feels valued while aligning with organizational goals. Mishka enjoys piecing together jigsaw puzzles, diving into captivating books, and spending time with family.



Faye Strydom | Head of Customer Success

With a strong background in client service and success, Faye's focus is on delivering excellent service to our clients while enhancing their IT environments. Her goal is to ensure we provide innovative solutions that drive and enhance business success. Outside of work, she enjoys spending time with friends over a glass of wine and exploring our beautiful province on weekend getaways.



Jaide Nobin | Support Services Manager

Jaide is a tenacious advocate of operational efficiency. With determination, she oversees supplier interactions, contracts, and timely deliveries, ensuring our team and clients have all they need to excel. Jaide thrives on coffee, sarcasm, and a love for all things Unicorn paraphernalia, while enjoying doodling and crafting in her spare time.



Shivanie Vadivalu | Service Delivery Manager

Shivanie is our Service Delivery Manager with a demonstrated track record of leadership, problem-solving, and relationship management in the IT services sector. She believes in maintaining a well-rounded lifestyle, she is an avid reader who loves travelling and technology as well as spending time with her 2 kids, from early morning cycles, and pancake making to a day on the golf course.



Gerald Umraw | Virtual IT Manager

Gerald is responsible for seamlessly overseeing the IT requirements of our clients. With an exceptional knack for setting objectives and motivating his team, Gerald ensures the delivery of unparalleled services to our customers. Beyond work, he cherishes precious moments with his fur babies, finds solace in music and creating lasting memories with his family.



Robert Hadfield | Technical Manager

Rob is a seasoned professional who brings over 15 years of dedicated service and expertise to his role at THUSA. With a commitment to enhancing client satisfaction and fostering long-lasting relationships, he plays a pivotal role in ensuring that our customers receive our support and achieve their technical business goals. Rob finds joy in gardening and cultivating a passion for plants.



Mark van Heerden | Technical Manager

Mark is a valuable asset to the team, offering technical support to internal staff across a wide range of queries, from niche issues to peculiar requests. When not enchanting the office with his melodious voice, he takes charge of handling intricate tasks from the Service Desk and actively engages in client projects. Mark enjoys gardening, exploring new places, and tackling DIY projects.



Storm Robinson | Customer Success Manager

As a Customer Success Manager at THUSA, Storm is dedicated to delivering exceptional customer experiences. Her commitment to client satisfaction ensures that our customers receive the highest quality of service. Outside of her professional role, Storm enjoys baking, hiking, and shopping, finding joy and relaxation in these activities.



Abbeygail van Ryneveld | Customer Success Manager

In her role as a Customer Success Manager at THUSA, Abbeygail leverages her extensive experience to meet and exceed client expectations. Her focus on precision and detail helps in delivering exceptional service. Outside of work, Abbeygail enjoys hitting the gym, baking delicious treats, and practicing archery.



Jade Simmons | Support Services & Marketing Assistant

Jade is responsible for organizing all THUSA events and managing our social media presence. She also holds the title of Support Services Assistant, diligently fulfilling her duties with utmost dedication. Beyond the office, Jade indulges her passion for exploration, often travelling to new destinations and savouring delightful experiences at the latest culinary hotspots.



Fiona Govender | Support Services Assistant

Fiona has an extensive background in administration and her primary role entails overseeing the seamless coordination of non-technical aspects between THUSA and our valued clients. Her expertise is instrumental in ensuring the smooth and efficient functioning of our sales and order systems. In her spare time, she loves to follow her creative passion of creating and making jewellery.



Farai Pawandiwa | Adoption and Readiness Specialist

Farai ensures smooth functionality and provides our clients with valuable advice to enhance their experiences. He also develops training materials and guides clients through the adoption of new technologies. Farai enjoys playing soccer, gaming, and spending quality time with his son. In his downtime, he often re-watches his favourite shows like Modern Family and Superstore.



Shubnam Pillay | Customer Technical Compliance Technician

Shubnam meticulously ensures that all technical products meet compliance standards. She conducts thorough audits, and collaborates with cross-functional teams to resolve compliance issues. In her free time, she enjoys diving into novels and embarking on scenic adventures. Shubnam's attention to detail and passion for quality make her an invaluable asset to the team.



Connor Davis | Software Developer

Connor specializes in crafting efficient software solutions, his role involves creating programs that transform data into insightful reports for THUSA and our clients. Beyond work, Connor's passion for software development extends to continuous learning and the pursuit of a Bachelors of Computer Science and Application Development degree.



Rachmat Khan | Service Coordinator

Rachmat excels in managing schedules, coordinating services, handling customer inquiries, and ensuring seamless operations. She liaises with clients and service providers, and ensures that all service requests are addressed promptly and efficiently. Outside of work, she enjoys reading novels, indulging in diamond painting, and caring for her pet Chinchilla.



Jordan Adams | Service Coordinator

As one of the Service Coordinators, Jordan adeptly oversees client inquiries from initial receipt to swift resolution, while diligently upholding high service standards at the service desk to ensure seamless operational efficiency. Beyond work, Jordan enjoys gaming, exploring literature, and maintaining an active lifestyle through invigorating workouts at the gym.



David Diack | IT Technician

David is an invaluable asset to the team, supporting customers with seamless implementation of technical changes while actively collaborating with the Escalations Team to resolve internal projects and escalations. Beyond his dedication to work, he cherishes moments of leisure and companionship, often spending quality time with friends and family.



André Kruger | IT Technician

André is an IT Technician, where he expertly manages the workshop, ensuring all devices are meticulously tested and new setups meet precise specifications. He also supports the service desk with his technical expertise. In his free time, André enjoys delving into the worlds of books, captivating series, and immersive video games.



Steven Melville | IT Technician

Steven is responsible for providing senior technical support and he is an escalation point for THUSA technicians. He appreciates the constant change, the many challenges inherent to every project, and the opportunities to work as a team to complete each project. Beyond work, he is a Viking and enjoys the outdoors and going on new adventures with his family.



Joshua Soule | IT Technician

Joshua provides expert assistance to our customers with any technical issues. With a commitment to customer satisfaction, he ensures that clients' systems are running smoothly and efficiently. Outside of work, Joshua indulges his adventurous spirit through weekend mountain biking and honing his archery skills at home.



Daniël Nel | IT Technician

Daniël is one of our Technicians, adeptly resolving diverse IT issues with his networking expertise. He promptly responds to user inquiries, offering remote assistance for minimal disruption. Outside of work, he enjoys camping, hiking, and exploring new places. Daniël prioritizes family time and involvement in his church community, cherishing these connections deeply.



Matthew Marais | IT Technician

Matthew takes pride in providing exceptional support and assistance to customers, ensuring their needs are met with efficiency and expertise. With a keen eye for detail, he adeptly manages all incoming requests, resolving issues to the utmost satisfaction of our clients. He enjoys embracing nature through camping adventures and indulging in thrilling video games on his computer.



Denelle Naicker | IT Technician

As a skilled Technician, Denelle thrives on resolving end users' day-to-day technical challenges, ensuring seamless operations for the entire team. Beyond her IT expertise, Denelle's passions lie in exploration and adventure, frequently indulging in retail therapy and embarking on exciting journeys to discover new places.



Rashan Simboo | IT Technician

Rashan is one of our Field Technicians, always ready to tackle any on-site issues that arise. When he isn't out in the field, you can find him in the workshop skilfully repairing and fine-tuning equipment to keep everything in top-notch condition. When Rashan isn't out in the field or in the workshop, he enjoys fishing and spending time with his family.



Sachin Ramjeawon | IT Technician

Sachin has extensive experience working on-site and traveling to various clients, where he provides valuable assistance to their team by resolving technical issues and ensuring smooth operations. He is skilled at troubleshooting complex problems, and delivering efficient solutions tailored to client needs. He enjoys participating in indoor cricket and attending motorsport events.



Andre Viljoen | IT Technician

Andre is one of our onsite Technicians responsible for our client's IT infrastructure and ensuring that no service interruptions occur. He excels in troubleshooting, maintenance, and providing timely solutions to IT issues. He is family-oriented, enjoys spending time in nature, and finds solace in outdoor activities, fostering a balanced lifestyle both personally and professionally.



Lendel Moodley | IT Technician

With a commitment to delivering top-notch technical support, Lendel exemplifies the highest standard of work ethic, ensuring end users can depend on prompt issue resolution. Beyond the office, he finds solace in all things car-related, a passion for building computers, and unwinding by the serene embrace of the beach.



Lindani Xhakaza | IT Technician (Team Lead)

Lindani is an onsite-based IT Technician, serving at one of our retail client's Head Office, where he efficiently supports all staff and oversees daily IT operations within the business. Additionally, he extends his expertise by providing remote support to numerous stores scattered across the country. Lindani finds joy in spending quality time with family and indulging in sports.



Kaitlin Naraidu | IT Technician

Kaitlin is a Technician who manages our workshop. With expertise in setting up laptops, testing desktops, and providing valuable assistance to the service desk, Kaitlin plays a crucial role in ensuring seamless operations. Outside of work, she finds joy in participating in church outreaches, indulging in movies, playing with her dogs, and cherishing quality moments with family and friends.



Zamanje Mkhize | IT Technician

Zamanje is one of our onsite IT Technicians, she is responsible for providing technical support to our clients and resolving their technical issues in a timely manner, with a key goal to establish a positive relationship with our clients. Beyond work, she enjoys being at church and playing netball to keep herself fit and healthy.



Noluthando Zondi | IT Technician

Thando began as a Site Intern and has now become an official IT Technician. Her primary responsibility involves providing our client with technical support, ensuring their satisfaction with our service. Outside of work, Thando cherishes spending quality time with her mom, attending church, and exploring new places through her travels.



Nathan Boulton | IT Technician

As one of our On-Site Technicians, Nathan takes charge of resolving any IT-related issues that the customer encounters, ensuring smooth technology operations. Beyond his professional responsibilities, Nathan finds joy in spending time with his friends, engaging in activities such as gaming, and sharing meals, making each day's end a delightful experience.



Paul Gwala | IT Technician

Paul is an experienced Technician with a strong commitment to delivering top-notch support to our customers. He has a keen interest in technology and problem-solving, which enables him to excel in his role. During his downtime, Paul prefers unwinding by enjoying his favourite TV shows and appreciates quieter pursuits over a bustling social scene.



Rowan Gramoney | Site IT Manager

Rowan serves as our Site IT Manager, overseeing all facets of the on-site IT operation for our client and playing a vital role in strategizing and implementing cutting-edge technologies. With a commitment to excellence, Rowan ensures the THUSA flag flies high. Rowan finds solace in various forms of martial arts, frequently engaging in competitions to further hone his skills.



Khulekani Zuma | IT Technician

Khulekani is one of our IT Technicians, bringing five years of system administration experience from the automotive industry. He is eager to expand his skills by learning new systems and processes while being a valuable team player. Khulekani enjoys spending time with his four-year-old daughter doing fun activities and watching rugby and football with friends and family.



Theo Ponnusamy | Site Team Leader

Theo started as an IT Technician, working with one of our international partners, and with his exceptional skills and leadership qualities, he has now ascended to the role of Site Team Leader. He oversees most of the day-to-day operations on the desk. When Theo isn't leading his team, he unwinds by spending time with family and friends, casually gaming and enthusing over car audio setups.



Huveshan Mandiri | IT Technician

Huveshan is one of our onsite Technicians, offering support in diverse situations. Demonstrating a proactive approach, he tackles every task and client request with the utmost importance, ensuring high-priority assistance. Beyond work, Huveshan indulges in his passions for gaming and binge-watching series during his leisure hours.



Kajol Dhanraj | IT Technician

Kajol is an IT Technician for one of our UK clients. She manages IT incidents, coordinates service changes, and helps resolve tickets to meet SLA requirements. Outside of work, she enjoys go-karting, visiting animal farms, going to the beach, and sight-seeing. As an adrenaline junkie, she's always looking for her next thrill.



Brendan Fortmann | IT Technician

Brendan is driven by a commitment to achieving customer satisfaction and efficiently resolving all challenges encountered throughout the day. With a customer-centric approach, Brendan ensures every customer receives the friendliest and most seamless experience. Beyond work, he finds joy in staying active and occasionally embarking on refreshing fishing adventures.



Brandon Howard | IT Technician

Brandon is a Technician providing exceptional assistance to one of our international partners. Working diligently during nightshift hours, he takes on the responsibility of resolving complex technical issues with efficiency and professionalism. Brandon finds solace in his hobbies, such as gaming and assembling scale model kits.



Jacques Joubert | NOC Technician (Team Lead)

Jacques is an integral member of the NOC team, contributing to unwavering dedication in ensuring seamless client connectivity at any time of the day or night. Off the clock, Jacques embraces a passion for gaming, often immersing in solo adventures or enjoying playful gaming sessions with friends, always seeking new challenges to conquer.



Kimeshan Naidoo | SOC Technician (Team Lead)

As a NOC Technician, Kimeshan is responsible for carrying out proactive maintenance and ensuring the IT ecosystems supported enjoy maximum uptime with minimum unplanned outages. When not on shift, Kimeshan spends his time catching up on sleep and appreciating the finer things in life. He enjoys exploring new hobbies and indulging in his passion for photography.



Wesley Marnitz | NOC Technician

As a NOC technician, Wesley is responsible for monitoring and maintaining uptime of all IT systems. With a passion for learning new things, he is committed to leveraging the latest technologies to enhance our customers experience. In his spare time Wesley likes to tinker, whether working on Motorbikes or building a Dungeons and Dragons world he has many hobbies to fill his time.



Steven Wenke | NOC Technician

Steven is a NOC Technician, where he plays a crucial role in overseeing network monitoring, managing disruptions, and handling failures. When he's not at work, Steven enjoys indulging in his favourite pastimes of reading and drumming, expressing his passion for both learning and music. Steven brings a unique perspective and valuable contributions to the team.



Caitlyn Inderjeeth | NOC Technician

As a NOC Technician, Caitlyn's adaptability and problem-solving mindset keeps systems running as smooth as a well-oiled machine. She excels at proactive monitoring, ensuring potential issues are addressed before they impact operations. When she's not tackling network challenges, she's painting scenic masterpieces or slaying gaming quests.



Robin Greeff | NOC Technician

As a NOC Technician at THUSA, Robin plays a crucial role in ensuring the smooth operation of our clients network infrastructure. His responsibilities include monitoring networks and performing troubleshooting and maintenance on core network equipment. In his free time, Robin enjoys gaming, going to the gym, and spending quality time with his family.



Mandisa Gcaleka | Receptionist and Facilities Administrator

As the Receptionist and Facilities Administrator, Mandisa plays a critical role in managing the physical workspace for THUSA to ensure a comfortable, safe working environment for all employees. Outside of work she finds joy in watching and playing soccer, going to the gym, hiking and spending quality time with family and friends.



Jirelle Nobin | Finance & Accounts

Jirelle plays a vital role at THUSA, diligently managing our financial records and ensuring accuracy in all financial transactions. Her expertise in handling accounts payable, accounts receivable, and payroll guarantees the smooth financial operations of THUSA. Jirelle cherishes precious moments spent with her family, creating lasting memories beyond the workplace.

GOING THE EXTRA MILE

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making IT work



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United Kingdom

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