

Q4  
2024/5

thusa making **IT** work.

# THUSA TALK



**TOP IN TECH**

Making IT Work For  
Over 20 Years

**Seventh Edition**  
Quarterly Magazine

As we wrap up 2024 and look ahead to a new year, it's impossible not to reflect on everything we've accomplished. This year has been one of growth, adaptation, and continuous improvement, with plenty of wins along the way. It hasn't always been smooth sailing, but through every challenge, we've pushed forward, proving that THUSA isn't just about IT - it's about innovation, resilience, and a team that genuinely cares about what we do.

One of the standout moments this quarter was the launch of our brand-new website. More than just a fresh coat of paint, it's a reflection of who we are, the expertise we bring, and the incredible work we do every day. It's cleaner, sharper, and built to better connect with our clients - if you haven't had a chance to check it out yet, now's the time.

Beyond the digital world, our team itself has grown stronger. We've welcomed fresh talent and seen key players step into leadership roles, reinforcing the idea that THUSA's success is built on the people behind it. Growth isn't just about numbers; it's about making sure we have the right skills, the right mindset, and the right culture to take things to the next level. We've invested in technology, sharpened our services, and strengthened partnerships, all with one goal in mind: staying ahead of the game and delivering the best possible experience for our clients.

But let's be real - success isn't just measured by business milestones. It's also about the impact we make beyond our work. This quarter, we partnered with Reach for a Dream to bring some much-needed joy to the children at Grey's Hospital, a reminder that even in an industry driven by tech, human connection is what truly matters. Our quarterly outreach initiatives are a reflection of that belief, making sure we're always giving back in ways that count - whether it's environmental efforts, community support, or simply showing up where we're needed most.

Another key highlight was our staff awards, where we took the time to recognize the hard work, dedication, and standout contributions of our team members. These awards aren't just about celebrating individual achievements - they're about reinforcing the culture we're building.

A culture where excellence is recognized, where growth is encouraged, and where every team member knows they're valued.

Looking ahead to 2025, we're keeping the momentum going. Innovation remains at the heart of what we do, and we're doubling down on strengthening our service offerings, staying ahead of industry trends, and making sure our team continues to grow and thrive. We're not here to just keep up - we're here to lead. That means staying agile, adapting to new challenges, and finding better, smarter ways to deliver for our clients.

To everyone who played a part in making this year a success - thank you. Whether you were troubleshooting, strategizing, or simply showing up and giving it your all, your contribution has made a difference. THUSA isn't just a workplace; it's a team of people who genuinely care about what they do, and that's what sets us apart.

So here's to another year of pushing boundaries, embracing challenges, and making things happen. 2025, we're ready for you.

Warm Regards,

*Daniel Phillips*

Managing Director



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The secret of change is to focus all of your energy not on fighting the old, but on building the new. - Socrates

# FRESH OFF THE PRESS!

As we close off the fourth quarter, THUSA has seen some exciting developments that reflect our growth, commitment, and dedication to excellence. One of the biggest highlights this quarter was the launch of our brand-new website. With a fresh, modern look, the site now provides a stronger focus on our services while also showcasing the incredible team that drives THUSA forward. We encourage everyone to explore the new website and see how we continue to evolve.



We're also thrilled to welcome four new team members. **Wesley Crichton** has joined as an onsite IT Technician, while **Barend Binneman** is strengthening our office-based service desk. Additionally, we've welcomed two interns, **Naledi Cele** and **Zenden Mudali**, who are eager to learn and contribute. Their enthusiasm and fresh perspectives are a great addition to our team, and we look forward to seeing their growth.



This quarter also brought exciting career advancements.

**Farai Pawandiwa** has been promoted to Customer Success Manager, where he'll continue to build strong client relationships and drive service excellence. **David Diack** has stepped into the role of Technical Manager, further strengthening our leadership team and technical expertise. Congratulations to both on their well-earned promotions!



As the year 2024 came to a close, we also took time to celebrate the outstanding contributions of our team with our annual awards. **Kimeshan Naidoo** was named Employee of the Year, recognizing his dedication and hard work. **David Diack** received the Technical Excellence Award for his expertise and problem-solving skills. **André Kruger** earned the Team Player Award for his collaborative spirit and support. **Daniël Nel** was recognized as Most Improved, highlighting his impressive growth. **Denelle Naicker** took home the Going the Extra Mile Award for consistently going above and beyond, while **Mark van Heerden** was honoured with the Mentorship Award for his guidance and support of colleagues.



A huge congratulations to all our new team members, promoted colleagues, and award winners! Your contributions make THUSA stronger every day.

**thusa Endpoint Resilience**

# Everything Needed to Manage, Secure, and Backup Endpoints

- RMM
- Patch Management
- Endpoint Detection & Response
- Anti-Virus
- Ransomware Detection
- Endpoint Backup
- Managed Detection & Response

**thusa User Resilience**

# Everything Needed to Prevent, Respond, and Recover from User Threats

- Anti-Phishing
- User Awareness Training
- User Susceptibility Testing
- Dark Web Monitoring
- SaaS Application Management
- SaaS Event Alerting
- Automatic SaaS Account Locking
- Microsoft 365 & Google Workspace Backup

**thusa**  
**ENDPOINT**  
**RESILIENCE**

**thusa**  
**USER**  
**RESILIENCE**

# CLIENT ACTIVATION

We had the pleasure of kicking off our partnership with one of our newest clients - an innovative team in the branding and advertising space. Understanding that great relationships start with meaningful connections (and a little sugar), we spent the morning onsite, introducing ourselves, getting to know the team, and, of course, arriving armed with sweet treats.

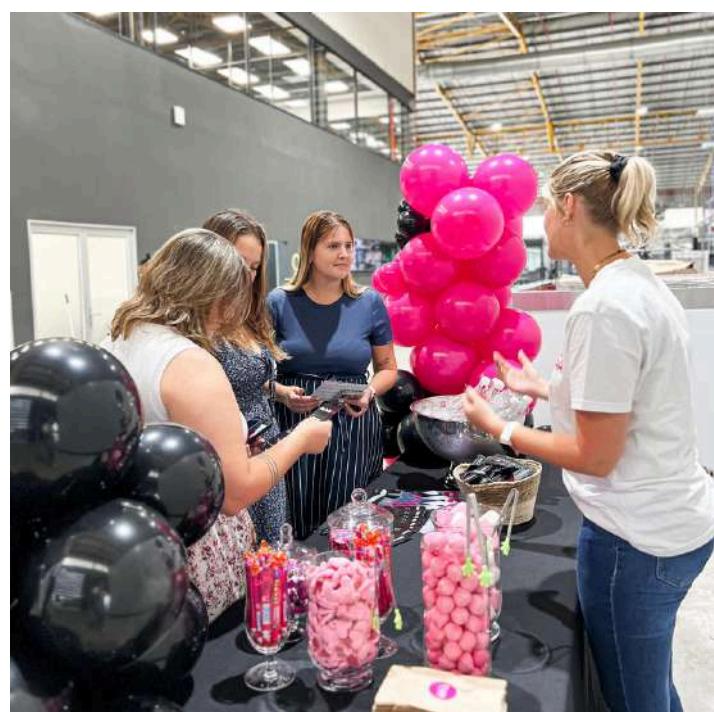
From the moment we walked in, we were met with an energy that reflected the creativity and passion behind their work. Between conversations and a few laughs, it was the perfect opportunity to build bonds and ensure they know we're here to support them with all things IT.



As a company that thrives on bold ideas and seamless execution, they need reliable technology that keeps up with their fast-paced world - and that's where we come in.

We're thrilled to be their trusted IT partner, ensuring their systems run smoothly so they can focus on what they do best: bringing brands to life. This activation was just the beginning of what we know will be an exciting collaboration, and we look forward to supporting their success every step of the way.

Here's to a strong partnership, seamless solutions, and maybe a few more treat-filled visits in the future!



# I AM THUSA

The best advice Theo ever heard was, "If you are born poor, it's not your mistake, but if you die poor, it's your mistake," a philosophy that drives his ambition and determination. If he could meet any historical figure, it would be Leonardo da Vinci, fascinated by the genius behind his engineering designs and artistic mastery. His sense of humour comes through in his favourite dad joke: "What did the ocean say to the beach? Nothing, it just waved." When it comes to food, nothing beats pizza - versatile, satisfying, and perfect for any occasion.

“

I am Theo Ponnusamy.  
I am a Site Team Leader,  
a Car Audio Aficionado,  
a Computer Enthusiast,  
and I am THUSA.

**Theo Ponnusamy**

Site Team Leader



# I AM THUSA

The best advice Kajol ever heard was, "Don't worry about what others think of you; it is not your business. Focus on being the best version of yourself," a mindset that keeps her grounded and driven. If she could meet a historical figure, it would be Albert Einstein, admiring his belief that mistakes fuel growth and that true success comes from becoming a person of value. Her sense of humour shines through her favourite dad joke: "What did the grape say when it got stepped on? Nothing, it just let out a little wine." When it comes to food, nothing beats a comforting bowl of ramen noodles for Kajol.

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I am Kajol Dhanraj.  
I am a Support Supervisor,  
an Animal Lover,  
a Believer of the Unknown,  
and I am **THUSA**.

**Kajol Dhanraj**  
Support Supervisor



# I AM THUSA

The best advice Damien ever heard comes from the 90s anime Cowboy Bebop: "You're gonna carry that weight." To him, it's a reminder that mistakes, regrets, and losses stay with you - as lessons that shape who you become. If he could meet a historical figure, it would be Franz Kafka, whose themes of isolation and existential struggle resonate deeply. While dad jokes aren't his thing, he does have a darkly funny one: "Cremation is my final plan to get a smokin' bod." As for the one meal he'd never get tired of? Spicy chicken curry and rice - packed with heat, depth, and comfort in every bite.

“

I am Damien Subramanian.  
I am an IT Technician,  
a Seeker of Stories,  
a Stargazer.  
and I am THUSA.

**Damien Subramanian**  
IT Technician



# PARK OLYMPICS

In the hustle of daily work, it's easy to focus solely on achieving targets and meeting deadlines. However, it's just as vital to pause, recharge, and nurture the connections that strengthen our team.

That's why our regular social gatherings are so valuable. They provide an opportunity to relax, engage in meaningful conversations, and connect on a deeper level beyond work. These interactions foster a stronger sense of teamwork and enhance our collective effectiveness.

More than just a time to celebrate successes or share laughter, these moments remind us that we're more than coworkers - we're a united team striving toward common goals. Prioritizing these connections builds trust, encourages collaboration, and lays the groundwork for even greater success.

By making time for each other, we not only rejuvenate ourselves but also reinforce the relationships that drive us forward.

THUSA is a place where growth and creativity is encouraged.

The THUSA team took a break from our usual tech routines and put our competitive spirits to the test at our Park Olympics team-building event. Instead of troubleshooting IT issues, we were balancing eggs, aiming for the perfect toss, and trying not to drop the ball - literally!

With activities like the egg-and-spoon race, corn hole toss, and horse shoe toss, the day was all about teamwork, strategy, and a bit of luck. Some of us discovered hidden talents, while others quickly realized that precision in IT doesn't always translate to precision in a game of corn hole.

It was a great day of laughter, friendly rivalry, and stepping outside of our usual roles to enjoy some classic outdoor games. While we may not be trading in our keyboards for sports gear anytime soon, one thing's for sure - the THUSA team knows how to bring the energy, on and off the field!



# END OF YEAR FUNCTION

As 2024 came to a close, the THUSA team gathered for an unforgettable end-of-year celebration, embracing the warmth and flavours of an Italian Summer. From the moment we arrived, the air was filled with the inviting aromas of classic Italian cuisine, the refreshing clink of Aperol Spritzes, and the laughter of colleagues winding down after a successful year.

Hosted at a stunning venue, our afternoon was a perfect blend of great food, engaging activities, and live entertainment. The highlight of the event was an exclusive pasta-making masterclass, led by none other than David, the head chef and owner of Doughed. Under his expert guidance, we rolled, shaped, and crafted fresh pasta from scratch, gaining hands-on experience in the art of Italian cooking.



Of course, no Italian feast is complete without a spread of authentic dishes, and we indulged in wood-fired pizzas, rich and creamy pastas, crispy arancini, and more, each bite transporting us straight to the heart of Italy.

To close off the afternoon, we enjoyed live music, creating the perfect laid-back atmosphere as the sun set on a fantastic day. It was a celebration of hard work, teamwork, and the incredible culture that makes THUSA more than just a workplace.



# SECRET SANTA

We kicked off the season with our annual Secret Santa gift exchange, where team members spread joy and surprises with thoughtful gifts. From quirky gadgets to sweet treats, the festive spirit was alive and well as we enjoyed the fun of giving and receiving gifts!



Our holiday cheer continued with a Christmas Cookie Decorating session, where creativity and frosting were in full force. Everyone got into the holiday spirit, turning plain cookies into festive masterpieces!



# GRILL & GATHER

Our team gathered at the local tennis club for a fantastic Grill & Gather team-building event, offering the perfect mix of food, fun, and bonding.

We started the day with a delicious braai, featuring chicken skewers, pork rashes, and boerewors, all cooked to perfection. Alongside the meats, we enjoyed creamy potato salad and a fresh pasta salad that complemented the spread perfectly.



After a satisfying meal, we hit the tennis courts for some mini tennis. Whether we were showing off some skills or sharing a few laughs over missed shots, the games kept the energy high and provided a fun break from the usual routine.

The event was a great way to connect, enjoy each other's company, and strengthen our team spirit in a relaxed, informal setting. We're already looking forward to the next one!



# HOLIDAY OUTREACH

At THUSA, we believe in the power of giving back, especially during the holiday season. Last year, we were proud to partner with Reach for a Dream, an organization dedicated to fulfilling the wishes of children with life-threatening illnesses, to bring joy and comfort to the children at Grey's Hospital.

To brighten their festive season, our team put together mini treat bags filled with goodies, ensuring that each child experienced a moment of happiness. We also purchased and wrapped Christmas presents, giving these brave children something to unwrap and cherish during the holidays. Seeing their excitement and gratitude was truly heartwarming and reinforced the importance of kindness and community support.

In addition to these gifts, we donated a variety of essential toiletries to Grey's Hospital to support both the young patients and their caregivers. These contributions were aimed at providing relief and ensuring that the children had access to necessary hygiene products while undergoing treatment.



The spirit of giving is deeply ingrained in THUSA's values, and initiatives like these remind us of the profound impact we can have when we come together as a team. Through our collective efforts, we were able to create moments of joy and bring comfort to those who need it most. A heartfelt thank you to everyone who contributed - whether by donating, wrapping gifts, or offering their time and energy to make this initiative a success. Your generosity truly made a difference.

As we step into the new year, THUSA remains committed to making a meaningful impact in our community. Let's continue to support, uplift, and spread kindness wherever we can - because together, we can make a difference!



**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.



### David Diack | Technical Manager

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.



### Farai Pawandiwa | Customer Success Manager

Farai is dedicated to delivering exceptional customer experiences. His commitment to client satisfaction ensures that our customers receive the highest quality of service. 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.



### 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.



### 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.



### 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.



### 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.



### 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.



### Barend Binneman | IT Technician

Barend is a dedicated IT Technician committed to delivering efficient technical support and ensuring seamless system operations. He excels in resolving customer queries with meticulous attention to detail, contributing significantly to our team's success. Barend enjoys gaming and fishing, as well as spending quality time with family and loved ones.



### Wesley Crichton | IT Technician

As a skilled technician, Wesley takes charge of resolving any IT-related issues that our customers encounter, ensuring smooth site operations and minimizing downtime with expert solutions. Beyond his professional responsibilities, Wesley enjoys wakeboarding, spending time with his wife and family, and attending church.



### 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.



### 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.



### 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.



### 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.



### 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.



### 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.



### 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.



### 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.



### Kajol Dhanraj | Support Supervisor

Kajol is a Support Supervisor 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.



### Damien Subramanian | IT Technician

Damien is an IT Support Technician who fixes computers, troubleshoots networks, and occasionally saves users from their own bad decisions. He works to keep things running smoothly and meet service-level expectations. Outside of work, he enjoys listening to music, practicing guitar, writing, and watching the stars.

**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 a vital member of the NOC team, ensuring seamless client connectivity around the clock. With a proactive approach and attention to detail, Jacques swiftly addresses any issues, minimizing downtime and maintaining high client satisfaction. Jacques enjoys gaming, diving into solo challenges or friendly sessions with friends, always seeking new obstacles to conquer.

**Kimeshan Naidoo | SOC Technician (Team Lead)**

As a SOC 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.

**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.



### 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.



### 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



UNITED KINGDOM





New Zealand



South Africa



United Kingdom

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🌐 [www.thusa.co.za](http://www.thusa.co.za)