



**Q1
2025**



thusa making **IT** work.

THUSA TALK



TOP IN TECH

Making IT Work For
Over 20 Years

Eighth Edition
Quarterly Magazine

Let's be honest - this Quarter felt like a bit of a blur.

With tighter deadlines, more meetings, faster tech, smarter AI, always-on expectations... everything is moving at what feels like double speed. We are all pushing for more efficiency, faster deliverables, and seamless digital performance. At THUSA, we understand this pace all too well - we're in the thick of it with you. It's a great feeling but can also get a little overwhelming. Amid the chaos, I think it's important to sometimes remember just to pause, breathe, and take a moment for ourselves.

So, if you're reading this, I hope you're doing exactly that. Here is your excuse to pause, breathe, grab a cup of coffee (or something stronger) and skim the pages of this quarter's THUSA newsletter.

"Almost everything will work again if you unplug it for a few minutes... including you."

- Anne Lamott

One of the things I've attempted to undertake this quarter was to try to step out of the chaos, away from behind my laptop and head out to visit clients face-to-face. I've been trying to spend more time doing one-on-one check-ins - not just to make sure accounts are running smoothly (although yes, that too!), but to connect. My role is to ensure you, our valued clients, are feeling confident, supported, and successful in your IT journey, with THUSA as your trusted partner.

Every visit has been incredibly insightful, and I've genuinely appreciated the time, honesty, and stories shared. On a personal level, it's been grounding. On a professional level, it's helped me reflect on what we're doing right - and what we can do better.

So enough about what I have been up to... back at THUSA HQ, the team has been buzzing. We've welcomed some fabulous new faces - some fresh to the business, others familiar. Growth is always exciting, and we look forward to seeing what the new and old faces can bring to the team.

We've also been diving headfirst into upskilling. With tech moving as fast as it is, we're big believers in keeping our skills sharp and our minds open. Whether it's certifications, workshops, or just sharing knowledge internally, we're making sure we're equipped to support you in smarter, more impactful ways.

Of course, it's not all business. We've also made space for a few fun team moments; from the Big Walk (some of us more enthusiastically than others), to client events and internal catchups. It's all part of the balance, and it's something we value deeply.

On a more serious note (and I know you are sick of hearing it), but we're touching on the ever-increasing rise in cyber threats. As more businesses embrace cloud technologies, AI, and hybrid working environments, cybercriminals are also getting smarter and faster. We've included key insights and practical advice to help you, and your teams stay protected. Cybersecurity isn't just an IT issue - it's a business imperative, and we're here to help you navigate it with confidence.

All in all, it's been a solid quarter. Busy, yes! But filled with progress, reflection, and some really valuable conversations.

I'm excited about the rest of the year and everything it still has in store.

Thank you for taking the time to read this and for trusting THUSA to be part of your organisations IT journey. Now, sit back, sip your coffee and enjoy your moment before the next meeting kicks off.

Warm Regards,

Faye Stroydohm

Head of Customer Success



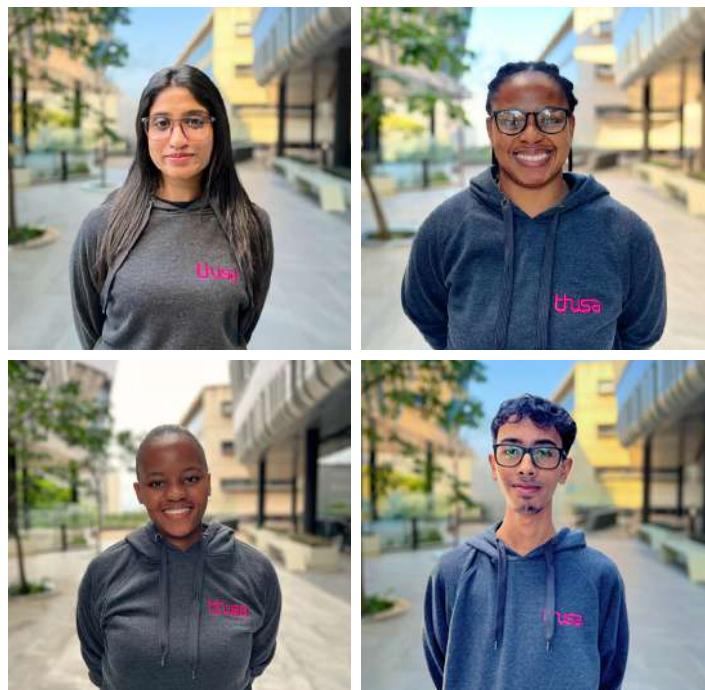
FRESH OFF THE PRESS

It's been a quarter of growth, achievement, and new beginnings at THUSA, and we're excited to share some of our highlights with you.

Over the past few months, we've had the pleasure of welcoming several new faces to the THUSA team. A very warm welcome to Jodache Munsamy, Karishma Ramkissoon, Kaylan Durgiah, Msizi Mkhize, Sheldon Hoyer, and Steven Marnitz. We're confident that they will make a meaningful impact and quickly become part of the strong, collaborative culture that defines THUSA. You can find out more about each of them in the Meet the Team section of this newsletter.



As part of our continued commitment to people development, we're proud to share that we have enrolled Racheal, Mandisa, and our interns, Naledi and Zenden, in the NQF Level 4 Technical Support Learnership course - marking the start of an exciting new learning journey.



This nationally recognised qualification is designed to equip participants with practical, in-demand technical skills and knowledge to support their career growth and enhance the strength of our support services.

At THUSA, we believe in empowering our team members to reach their full potential, and initiatives like these are a testament to our commitment to building a future-ready workforce. We can't wait to see how this learnership shapes their careers and contributes to the continued success of THUSA.

And there's even more to celebrate - Connor Davis has officially graduated with a Bachelor of Computer and Information Sciences in Application Development from Varsity College. This intensive three-year degree (NQF Level 7) provides graduates with a well-rounded skill set in IT fundamentals, application and mobile development, web technologies, database design, and project management. The programme is structured to create solution-oriented developers with the ability to build robust applications across various platforms while aligning software solutions with real-world business needs.

Connor's achievement is a proud moment for all of us, and we're excited to see how his expanded knowledge and capabilities will continue to benefit THUSA and our clients.



As we look ahead, these developments highlight the exciting momentum building across our team. Whether it's through new hires, upskilling, or celebrating academic success, we're continuing to grow stronger together.

Navigating Microsoft's new DMARC requirements



Microsoft has joined Google and Yahoo in enforcing stricter email sender requirements to combat phishing, spam, and spoofing. These new rules ensure that only authenticated emails from trusted senders reach inboxes, and don't get rejected.

Starting May 5, 2025, Microsoft will begin rejecting emails from high-volume senders (sending 5 000+ messages/day) that don't meet the new requirements.

What's Changing?



Mandatory requirements for bulk email senders:

Authenticate all emails with SPF, DKIM & DMARC

Bulk email senders must now authenticate their emails to Microsoft domains (like Outlook.com, Hotmail.com, MSN.com) using SPF, DKIM, and DMARC.

These technologies verify sender legitimacy, protect against tampering, and guide email handling for failed authentication.

Why it Matters



Non-compliance = email rejection

Starting May 5, 2025, if your emails don't meet the authentication requirements, Microsoft will reject them - even if they're legitimate.



Protect your domain from spoofing

SPF, DKIM, and DMARC help prevent attackers from impersonating your domain.



Gain visibility with DMARC reports

Monitor how your domain is being used (or abused) worldwide with insight-rich DMARC reports.



5 May, 2025

Microsoft begins rejecting unauthenticated emails from high-volume senders. All senders should act now to avoid disruption.



Ongoing

Microsoft will actively monitor compliance, reputation, and user complaints - enforcement is expected to intensify over time.

I AM THUSA

The best advice Racheal ever heard is, "Timing is everything. If it's meant to happen, it will - at the right time, for the right reasons," a reminder that helps her stay patient and trust the process. If she could meet a historical figure, it would be Stan Lee, she would love to talk to him about how he turned ordinary people with flaws into legendary heroes. Her humour shines through her favourite dad joke: "Why can't you give Elsa a balloon? Because she'll let it go." For Racheal, nothing beats a bowl of Samyang Buldak Creamy Carbonara Ramen - rich, spicy, and full of comfort.

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I am Racheal Khan,
I am a Service Coordinator,
an Animal Lover,
a Reader,
and I am **THUSA**.

Racheal Khan
Service Coordinator



I AM THUSA

The best advice Jordan ever heard was, "Practice does not make perfect, it makes permanent," a reminder that consistency and intention are more powerful than perfection. If he could meet any historical figure, it would be Anna Sprengel, curious to discover whether she truly existed or remains a mystery lost to time. His wit shines through in his favourite dad joke: "Where do evil rainbows go? To prism. It's a light sentence... gives them time to reflect." And when it comes to comfort food, fried rice takes the top spot - simple, satisfying, and endlessly customizable.

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I am Jordan Adams,
I am a Service Coordinator,
a Runner,
a Reader
and I am **THUSA**.

Jordan Adams
Service Coordinator



I AM THUSA

The best advice Mandisa ever heard was, “Don’t let perfect be the enemy of good.” It reminds her that chasing perfection can hold you back - sometimes good enough is more than enough. If she could meet a historical figure, it would be Arsène Wenger, whose forward-thinking leadership and belief in trust, vision, and adaptability inspire her approach to growth and resilience. Her favourite dad joke? “Why don’t skeletons fight each other? Because they don’t have guts.” And if she had to eat one meal forever, it would be chicken pasta - simple, comforting, and endlessly satisfying.

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I am Mandisa Gcaleka.
I am a Receptionist and Facilities Administrator, a Soccer Player, a Body Builder, and I am **THUSA**.

Mandisa Gcaleka

Receptionist and Facilities Administrator



TOTAL NINJA

This quarter, the THUSA team traded keyboards for climbing walls and tickets for trampolines as we took on our latest team-building challenge at Total Ninja! From the moment we stepped onto the obstacle course, it was game on - agility, strength, and plenty of laughs were the name of the game.

The course tested not only our physical endurance but also our teamwork, resilience, and ability to cheer each other on (even when we were dangling mid-air). From



warped walls to swinging ropes and balance beams, every obstacle became a moment of support, celebration, and a little bit of friendly competition.

A special shoutout to those who conquered the full course - and to those who gave it their all with some impressive wipeouts too!

Total Ninja reminded us that success isn't just about making it to the end - it's about showing up, having each other's backs, and enjoying the journey.



QUIZ NIGHT

We tested our trivia skills across a mix of fun and challenging categories - think general knowledge, pop culture, and a few curveballs that had us all scratching our heads!



With slices of pizza in hand and drinks to keep the vibes flowing, teams brought their A-game, lots of laughs, and just the right amount of friendly competition.



EVP SHOWCASE

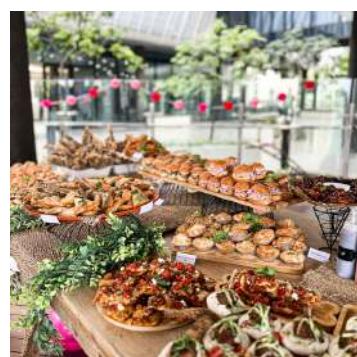
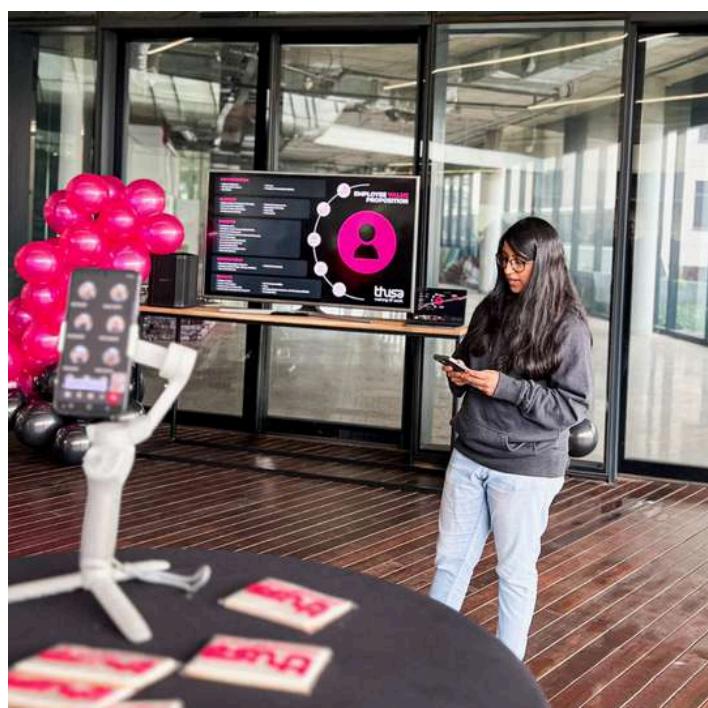
We recently came together for our EVP Showcase, a meaningful event dedicated to celebrating what makes THUSA such a unique and fulfilling place to work. Led by Mishka, our Head of People, the event gave us the opportunity to reflect on our shared values, culture, and the promise we make to each other as part of the THUSA team.

One of the highlights of the showcase was a heartfelt video featuring our very own team members, sharing what they enjoy most about working at THUSA. From the strong sense of support and belonging to opportunities for growth and connection, it was a powerful reminder

of the culture we've built together.

Following the presentation, we enjoyed a relaxed time together with plenty of snacks and drinks, great conversations, and lots of laughter. It was a simple yet impactful way to pause and appreciate the community we're all part of.

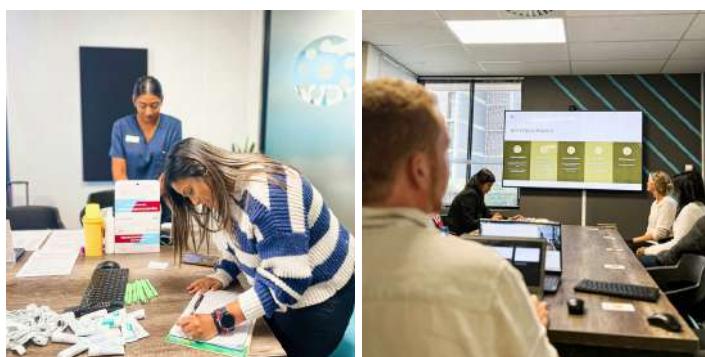
Thank you to everyone who joined us and made the event special. And a big thank you to Mishka for leading the charge in bringing our EVP to life. Let's continue to live our values every day - through the way we work, support one another, and grow together.



WELLNESS WEEK

At THUSA, we believe that true wellness means taking care of the whole person - mind, body, and finances. That's why we dedicated a few days to prioritising our team's overall well-being.

We kicked things off with a physical health check-in. A registered nurse joined us at the office to ensure we were all in tip-top shape, offering health screenings and guidance to keep us on the path to better living. It was a great reminder that prevention is key and our bodies deserve as much attention as our to-do lists.



BIG WALK

This quarter, our team took to the Durban beachfront for the ECR Big Walk - a day filled with fresh air, good vibes, and great company. With thousands of walkers turning out for one of our city's favourite community events, it was great to be part of something that brings people together in such a simple but meaningful way.



Next, we focused on financial wellness. We learned more about our group funds and explored the basics of budgeting, financial planning, and managing money wisely. It was an empowering session that helped us feel more in control of our financial future - because peace of mind starts with a solid plan.

We closed the week with a powerful and insightful session led by an occupational therapist, focusing on mental health. We explored practical ways to manage stress, protect our mental energy, and create a healthier work-life balance. It was a safe space to reflect, ask questions, and learn strategies to stay mentally resilient.



Whether it was about getting some steps in, enjoying the coastline, or just having a laugh with the team outside of work, everyone showed up with energy and team spirit. It was also a nice reminder that a strong team isn't just built in the office - it's built in moments like these too.



EASTER OUTREACH

When our friends at Babanango Game Reserve kicked off their Easter outreach initiative, we were thrilled to get involved and lend a helping hand.

At THUSA, giving back is deeply rooted in who we are. This Easter, we joined hands with the incredible team at Babanango to bring a little festive joy to the youngest members of their community. We created treat bags filled with Easter goodies for several early childhood development (ECD) centres in the Babanango area of KwaZulu-Natal - a gesture aimed at spreading happiness and showing these children just how much they are cared for.

This initiative reminded us that real impact often starts with simple acts of kindness. Knowing we could play even a small role in brightening someone's day is what keeps us motivated to continue finding meaningful ways to give back.

We're incredibly grateful to the Babanango Game Reserve team for allowing us to be part of this heartwarming outreach. Their dedication to uplifting their surrounding communities is inspiring, and we're proud to stand alongside partners who share our commitment to service and support.





Carl Petzer | Director

As one of the Founders of THUSA, Carl plays a key 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.



Wesley Svirovski | Head of Technical

Wesley leads THUSA's technical team, combining hands-on expertise with strategic project management to keep systems running smoothly and efficiently. He oversees technical projects from planning to execution, ensuring deadlines are met and standards are high. Wesley enjoys gaming, gardening, and spending time with his three curious cats.



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.



Steven Marnitz | IT Manager

Steven is one of our onsite IT Managers, with several years of experience in the service industry, he has developed a strong passion for helping others and solving problems with a people-first mindset. Outside of work, he's a big gamer who enjoys diving into new worlds and challenges, he also values quality time with his wife and son.

**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.

**Karishma Ramkissoon | Customer Success Manager**

With years of experience in customer relations, Karishma is known for her empathy, attention to detail, and commitment to great client experiences. She's passionate about helping others succeed and brings thoughtful support to every step of the client journey. Karishma is a proud wife, mum, and dog mum who loves cooking, painting, drawing, and crocheting.

**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.

**Sheldon Hoyer | Support Services Assistant**

As a Support Services Assistant, Sheldon helps keep operations seamless by managing quotations, order processing, customer data, procurement, and stock. His structured approach and reliability make him a valuable part of the team behind the scenes. Sheldon loves hosting braais with friends - mixing good food, great company, and plenty of laughs.

**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.



Racheal Khan | Service Coordinator

Racheal 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.



Kaylan Durgiah | IT Technician

As an IT Technician, Kaylan keeps our clients systems running smoothly, provides technical support, and help solve any tech issues that come up day to day. Whether it's troubleshooting, setting up hardware, or ensuring everything stays secure and efficient. He's an adventurous soul - always up for exploring new places, trying new activities, and making the most out of every moment.



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.



Msizi Mkhize | IT Technician

Msizi is an IT Technician known for his hands-on approach and problem-solving mindset. He supports the team with day-to-day technical needs, ensuring everything runs smoothly and efficiently. Msizi enjoys reading self-help books like The 48 Laws of Power and Diary of a CEO, watching anime such as Hunter x Hunter and Demon Slayer, and keeping up with the latest MMA fights.



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.



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.



Jodache Munsamy | IT Technician

Jodache is dedicated to resolving client-logged tickets quickly and efficiently, always approaching each issue with empathy and professionalism. He puts himself in the client's shoes, aiming to restore their productivity with minimal disruption. Jodache enjoys watching anime, stargazing, diving into shark documentaries, and spending hours at the beach.



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

📍 CAPE TOWN





New Zealand



South Africa



United Kingdom

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