

**Q2
2025**

thusa making IT work.

THUSA TALK



TOP IN TECH

Making IT Work For
Over 20 Years

Ninth Edition
Quarterly Magazine

If I had to choose one word to describe this past quarter, it would be momentum. The pace has been fast, projects have been moving quickly, and the energy across our teams has been high. With new faces joining us, ongoing growth in our client partnerships, and exciting developments internally, it feels like we're moving into the second half of the year with purpose and drive. But amid all this progress, I've also been reminded of the importance of pausing to take stock of what really makes THUSA thrive: our people and our culture.

One of the greatest privileges of my role is getting to see, up close, how culture comes to life. It's not something we can capture in a policy or a handbook – it's reflected in the way our people support one another day in and day out. This quarter, I've seen colleagues step in to support one another without hesitation, teams embracing change with openness, and leaders leaning into the tough but necessary conversations that help us grow. These aren't the things that appear on performance dashboards or project plans, but they're the heartbeat of our organisation, and they make all the difference.

We've also had the joy of welcoming new team members into the THUSA family, along with our interns who are beginning their journey with us. Bringing in fresh talent always adds a new dynamic to the business, and it's been inspiring to see how quickly they've found their place, asked questions, and contributed. Watching the blend of seasoned employees and new voices working side by side is a powerful reminder that growth isn't just about numbers - it's about people, perspectives, and the way we continue learning from each other.

Another highlight has been watching our teams embrace new opportunities to connect and develop. We recently launched our internal gamification platform, designed to encourage continuous learning, celebrate collaboration, and add some fun to the everyday. While you'll read more about it later in this newsletter, what's been most exciting to me is seeing how quickly people have jumped in, challenged themselves, and started engaging in new ways. It's not about badges or points, but about creating momentum around growth – and doing it together.

Beyond our internal focus, this quarter also gave us the chance to come together for something bigger than ourselves. On Mandela Day, we participated in initiatives like a sanitary pad drive and a blood drive campaign. These weren't just activities to tick a box; they were genuine opportunities to reflect on the values we hold as a business and the role we can play in making a difference. The enthusiasm and participation across the

company showed once again that when it comes to giving back, our people bring the same spirit of collaboration and care that they do to their work.

As we close out this quarter, I can't help but feel proud of how much has been achieved – not only in terms of deliverables and projects, but in the quieter, human moments that don't always make headlines. The laughter in team catchups, the knowledge shared between colleagues, the courage to try something new, or the willingness to lend a hand when it's needed most. These are the threads that weave our culture together and make THUSA more than just a workplace.

Looking ahead, I'm excited about the momentum we've built and the journey still to come. Our people are at the heart of everything we do, and the culture we continue to nurture is what enables us to deliver meaningful impact – not only internally, but in the way we support you, our clients. Thank you for trusting THUSA as your partner. We remain committed to growing alongside you, investing in our people, and ensuring that the progress we make translates into value, confidence, and success for your business.

Mishka Mahomed

Head of People



FRESH OFF THE PRESS

This quarter has been full of exciting milestones as we continue to invest in our people, our culture, and the future of the business. One of the biggest highlights was the rollout of Personal Development Plans (PDPs) across the company. The PDP process provides every employee with a clear framework to identify their strengths, set achievable development goals, and map out a path that aligns both with their career aspirations and with the company's long-term objectives.

By formalising growth in this way, we're ensuring that professional development is not left to chance but becomes part of the everyday work experience. When employees have clarity on their personal growth, they are empowered to contribute more meaningfully, and in turn, we create a business that is resilient, adaptable, and ready for the future.

Alongside this focus on personal growth, we also had the pleasure of welcoming a new pair of interns - Tyrese and Pretty. Our internship programme is designed to give young professionals the opportunity to gain real, hands-on experience in our industry while learning from our people and processes. At the same time, their presence brings us fresh perspectives, innovative thinking, and a reminder of the importance of nurturing the next generation of talent.

We see this programme as an investment in the future - not only for the interns themselves but also for our company, as it helps us build a strong pipeline of skilled professionals who share our values and passion for excellence. We're excited to see how they grow and the contributions they'll make during their time with us.



Another key moment this quarter was the launch of our new internal gamification platform, which has already started to change the way we engage and recognise our people. The platform introduces an element of fun through badges, challenges, and leaderboards, but at its heart, it's about much more than games. It's about collaboration, celebrating achievements, and motivating

performance in a way that feels engaging and rewarding. Recognition plays a huge role in how people feel about their work, and with this platform, every contribution - big or small, has the chance to be seen and celebrated.

We're also excited to share the results of the Q2 leaderboard, where the top three badge earners were Karishma in first place, Jade in second, and Rachael in third. Congratulations to them for setting the pace and embracing the gamification right from the start. By strengthening engagement in this way, we're not only building a workplace where people thrive but also equipping our teams to deliver greater value to our clients.



And, as always, we were thrilled to welcome several new starters to the team this quarter. Joining us as IT Technicians are Ziphozonke, Tilden, Leuwellyn, and Shanolan. Each of them brings valuable experience and skills that will strengthen our technical expertise and enhance the support we provide to clients.



Altogether, this quarter has been one of growth, innovation, and investment in people. We've taken meaningful steps toward building a stronger, more connected business.



User Susceptibility Testing

User susceptibility testing is like a fire drill for cyber threats. Fake phishing emails test who clicks, downloads, or enters credentials. Since 80% of breaches start with phishing, this helps spot vulnerable users, track training progress, and build a security-first culture beyond just tech.

Everything Prevent, Re Recover from



User Susceptibility
Testing



User Awareness
Training



365 & Google
Workspace Backup



SaaS Application
Management

SaaS account locking is like a digital deadbolt. A security feature that blocks access to cloud accounts (e.g., Microsoft 365, Google Workspace) when suspicious activity is detected. It prevents unauthorized access, stops brute force attacks, limits malware or phishing spread, and supports compliance by showing active account monitoring.



Automatic SaaS Account Locking

Needed to
Respond, and
User Threats



Anti-Phishing



Dark Web
Monitoring



SaaS Event
Alerting



Automatic SaaS
Account Locking

I AM THUSA

The best advice Jaide ever heard is, “Turn your wounds into wisdom” – Oprah Winfrey, a guiding reminder that every challenge can be transformed into strength. If she could meet a historical figure, it would be Nelson Mandela, whose profound influence shaped her youth; she believes meeting him would have been an incredible honour. Her humour shines through her favourite dad joke: “Why did the scarecrow win an award? Because he was outstanding in his field.” And when it comes to comfort food, Jaide could happily eat anything with rice for the rest of her life.

“

I am Jaide Nobin,
I am a Support Services Manager,
a Reader,
a Creative,
and I am **THUSA**.

Jaide Nobin

Support Services Manager



I AM THUSA

The best advice Sheldon ever heard is, “No matter how much worth others put on you, without self-worth it’s all meaningless,” a reminder that grounds him in valuing himself first. If he could meet a historical figure, it would be Mahatma Gandhi - Sheldon would be honoured to learn more about Gandhi’s philosophy of resistance without violence, a powerful way to create change while avoiding harm. His humour comes through in his favourite dad joke: “What’s a computer’s favourite snack? Microchips.” And when it comes to food, nothing tops a hearty serving of lasagna - layered, comforting, and always satisfying.

“

I am Sheldon Hoyer,
I am a Support Services Assistant,
a Dad Joker,
a Reader,
and I am **THUSA**.

Sheldon Hoyer

Support Services Assistant



I AM THUSA

The best advice Connor ever heard is, “To crave the result, but not the process, is to guarantee disappointment,” a lesson that reminds him to embrace the journey, not just the outcome. If he could meet a historical figure, it would be Leonardo da Vinci, whose boundless curiosity inspires his own - because without curiosity there is no failure, and without failure, there is no growth. His humour shines through his favourite dad joke: “What happens when you smack Dwayne Johnson’s bum? You hit rock bottom.” For Connor, nothing beats a cheesy bacon and egg toastie - crispy, gooey, and endlessly satisfying.

“

I am Connor Davis,
I am a Software Developer,
a Pool Player,
a Gamer,
and I am **THUSA**.

Connor Davis

Software Developer



PADEL SHOWDOWN

This quarter, we traded in our keyboard for padel rackets and took on two of our clients in some lively matches. It was a nice break from the usual day-to-day routine and the perfect chance to connect outside of meeting rooms and email threads.

Padel, for those who haven't tried it yet, is a fast-paced mix between tennis and squash - and it turns out, our clients have quite the talent for it! Despite our best efforts (and a few questionable trick shots), we ended up on the losing side of both sessions. But between us... we'll just say we were being gracious and let them win to keep those client relationships strong.

Beyond the score, the sessions were filled with plenty of laughs, a healthy dose of competition, and a reminder of how valuable it is to spend time together outside of work. It was a fantastic way to strengthen bonds, blow off some steam, and share a few rallies.

We may not have claimed victory this quarter, but we definitely walked away with something better - stronger connections and plans to make these games a more regular part of our calendar. Next time, though... we're bringing our A-game!



MYSTERY BOX CHALLENGE

This quarter, our team swapped laptops for ladles and put on their aprons and chef hats for a MasterChef-style mystery box cooking challenge that tested creativity, teamwork, and taste buds!

Teams were randomly drawn from a hat and presented with a mystery box of ingredients – spinach, tomatoes, cream, potatoes, and garlic. These items had to be the stars of the dish, while an open pantry of herbs, spices, and staples was available to help bring each creation to life. The twist? Each team had to earn their protein through a blindfolded taste test. With sight taken away, taste and smell became the only clues – and it was harder than it looked.



Once the proteins were secured, the kitchen came alive with sizzling pans, chopping boards in overdrive, and teams working against the clock with no time to prep a strategy. The results were nothing short of impressive. From delicate fish cakes packed with flavour, to a hearty steak and mash combination, and even a rich chops chutney that warmed the judges' plates.



The judging wasn't easy. Each team had strengths that impressed the panel of judges – from bold seasoning to inventive combinations – but time constraints played a big role. A few teams just missed the mark by running out of time to add the finishing touches or extra components they had made to their dish. Despite the clock cutting some ideas short, the effort and creativity poured into every dish made the tasting round exciting and competitive right until the very last bite.

After a tough round of tasting, the Brown Team stole the spotlight with their show-stopping creamy tomato beef kofta served alongside buttery naan. Their dish stood out for its balance of flavours, clever use of the mystery ingredients, and finesse in execution, earning them the win.



The challenge brought out plenty of laughter, a little bit of chaos, and a lot of creativity. In the end, it was the perfect recipe for teamwork, fun, and just the right dash of healthy competition.

SYS ADMIN DAY

At THUSA, we know that the unsung heroes of IT are our System Administrators – the ones who keep our networks stable, our systems secure, our technology reliable, and our people supported.

Sys Admin Day is celebrated around the world to recognise the dedication of these behind-the-scenes problem-solvers who make sure everything “just works,” even when most people don’t see the effort it takes.

To mark the occasion, we treated the team to cupcakes for breakfast – a small but sweet way to show our appreciation for all the big things they do every single day. After all, without our Sys Admins, there would be a lot more “system down” and a lot less “system running.”

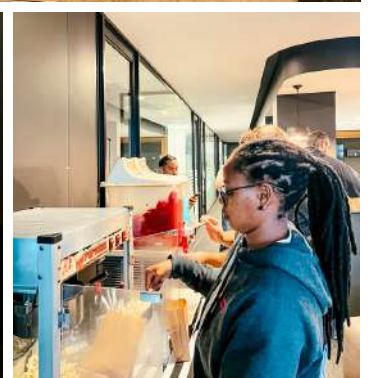


MOVIE NIGHT

There's nothing quite like kicking back with the team for a movie night, and ours did not disappoint! We all gathered together to watch 21 Jump Street, a classic choice that had the whole room laughing from start to finish. Between the quick wit, outrageous scenes, and plenty of throwback nostalgia, it was the perfect pick for a laid-back evening.

Naturally, the snacks played just as big a role as the film. Between bowls of popcorn, packs of Smarties, and more than a few slushies, we had all the essentials covered.

It was a relaxed evening that gave everyone a chance to switch off, enjoy some good company, and share a few laughs outside of the workday. A simple reminder that sometimes the best moments come from just sitting back, enjoying a film, and of course, eating far too much popcorn.



WORLD BEER DAY

This year, we raised a glass to World Beer Day with a mini tasting session that brought together good company, great food, and of course, a few refreshing beers. The team got to experience how the right pairing can elevate both the food and the drink.

We kicked things off with a light lager paired with a mini cheeseburger - a simple, crisp start to the tasting. Next came a refreshing Mexican beer alongside a taco, a

pairing that brought a little zest and spice to the mix. To finish, a smooth milk stout was matched with a comforting mini pie, the rich, malty notes rounding out the experience perfectly.

It was a fun way to explore new flavours together while celebrating the day, proving once again that good food, good drinks, and good people are always the best combination.



WOMEN'S DAY

At THUSA, we believe in celebrating the incredible women who make our team stronger every day. This Women's Day, we took some time to show our appreciation by treating the women of THUSA to a relaxing nail pamper session. Each set was finished off in our signature colour - a small but special touch to remind us of the power, unity, and brilliance that women bring to our workplace.



MANDELA DAY

In the spirit of Mandela Day, our team at THUSA came together to make a meaningful difference for the learners at Dr JL Dube High School. This is a school close to our hearts, as we recently worked alongside the Cotton On Foundation to improve their connectivity, helping ensure students have better access to learning resources.

This year, we focused on supporting the young women of this school by collecting and donating sanitary pads. We

believe that no learner should miss out on their education due to a lack of basic necessities, and this small act is one way we can help remove barriers to learning.

At THUSA, “to help” is more than just our name - it’s a value we live by. We are grateful to have had the opportunity to stand alongside Dr JL Dube High School and continue building a future where every learner has the tools and support they need to succeed.



BLOOD DRIVE

This quarter, we proudly partnered once again with the South African National Blood Service (SANBS) for our annual blood drive – and we’re thrilled to share that it was an even greater success than last year! Thanks to the generosity of our team, we collected more donations than the previous year, helping SANBS continue their vital work of saving lives across the country.

In addition to the blood drive, DKMS joined us on the day to take samples from our team members. These samples will be used to identify potential matches for stem cell retrieval, offering hope to patients battling blood cancers and other life-threatening conditions.

We’re incredibly proud of the turnout and the willingness of our team to step up and make a difference. Every donation counts, and together, we’ve taken another step toward giving the gift of life.





Carl Petzer
Director



Daniel Phillips
Director



Gerard Roberts
Director



Kemlyn Pillay
Head of Operations



Mishka Mahomed
Head of People



Wesley Svirovski
Head of Technical



Faye Strydom
Head of Customer Success



Jaide Nobin
Support Services Manager



Shivanie Vadivalu
Service Delivery Manager



Gerald Umraw
Virtual IT Manager



Robert Hadfield
Technical Manager



Mark van Heerden
Technical Manager



David Diack
Technical Manager



Farai Pawandiwa
Customer Success Manager



Karishma Ramkissoon
Customer Success Manager



Jade Simmons
Marketing & ICAM



Sheldon Hoyer
Support Services Assistant



Connor Davis
Software Developer



Shubnam Pillay
Technical Compliance Technician



Jordan Adams
Service Coordinator



Racheal Khan
Service Coordinator



Barend Binneman
IT Technician



Steven Melville
IT Technician



Tilden Moonsamy
IT Technician



André Kruger
IT Technician



Jodache Munsamy
IT Technician



Leuwellyn Chetty
IT Technician



Daniël Nel
IT Technician



Denelle Naicker
IT Technician



Andre Viljoen
IT Technician



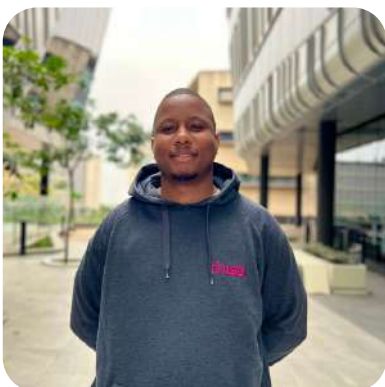
Rashan Simboo
IT Technician



Sachin Ramjeawon
IT Technician



Brendan Fortmann
IT Technician (Team Lead)



Ziphozonke Gumbi
IT Technician



Lendel Moodley
IT Technician



Kajol Dhanraj
Support Supervisor



Lindani Xhakaza
IT Technician (Team Lead)



Shanolan Govender
IT Technician



Zamanje Mkhize
IT Technician



Noluthando Zondi
IT Technician



Brandon Howard
IT Technician



Msizi Mkhize
IT Technician



Paul Gwala
IT Technician



Rowan Gramoney
Site IT Manager



Khulekani Zuma
IT Technician



Pretty Mbhem
IT Learner



Tyrese Thurston
IT Learner



Steven Marnitz
Site IT Manager



Kaylan Durgiah
IT Technician



Jacques Joubert
NOC Technician (Team Lead)



Kimeshan Naidoo
SOC Technician (Team Lead)



Robin Greeff
NOC Technician



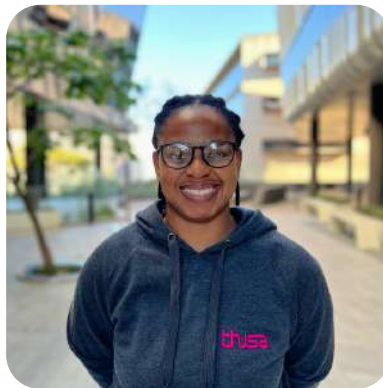
Wesley Marnitz
NOC Technician



Steven Wenke
NOC Technician



Caitlyn Inderjeeth
NOC Technician



Mandisa Gcaleka
Reception & Facilities Administrator



Jirelle Nobin
Finance & Accounts

GOING THE EXTRA MILE



DURBAN



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New Zealand



South Africa



United Kingdom

 **087 941 6890**

 **hello@thusa.co.za**

 **www.thusa.co.za**