

**Q3
2025**

thusa making IT work.

THUSA TALK



TOP IN TECH

Making IT Work For
Over 20 Years

Tenth Edition
Quarterly Magazine

Dear Team,

As we close out another quarter and move steadily toward the end of the year - it feels like the right time to pause for a moment, take stock, and really acknowledge what we've achieved together.

If this quarter (and honestly, this year) had a theme, it would be growth and maturity. Growth in the number of clients we support, the complexity of the work we take on, and the expectations placed on us. Maturity in how we respond, adapt, and show up - especially when things get busy, challenging, or uncomfortable. Every single one of you has played a role in that journey.

We've welcomed a significant number of new clients, and with that came the need for the team to stretch, shift, and sometimes push beyond what felt comfortable. It hasn't always been easy - there were long days, full queues, and moments where it felt like the work just kept coming but what never wavered was the attitude and professionalism our clients know us for. Even when the pressure was on, we showed up with commitment, pride in our work, and a shared determination to get things done properly.

One of the most rewarding things to witness over the last few months has been how naturally teamwork stepped into the spotlight. Helping a colleague without being asked, guiding interns as they find their feet, sharing knowledge across teams, or simply checking in when someone looked overloaded - these moments matter. They're not loud or flashy, but they're the reason we continue to move forward together. Collaboration isn't just a value we talk about; it's something we practise daily.

We've also continued to raise the bar in how we work. Processes have been tightened, standards refined, and small but meaningful improvements made across the board. These steps - whether big or incremental, reflect a collective commitment to doing things better, not because we have to, but because we care about the quality of what we deliver.

And at the heart of it all remains our clients. From more thoughtful communication and faster turnaround times, to meaningful engagement and moments where we've shown genuine appreciation, our focus on client experience continues to define us. We're not just fixing issues - we're building trust, strengthening relationships, and making our clients' lives easier. That's not accidental; it's the result of consistent effort from every part of the team.

So thank you - for the hard work, the resilience, the humour on tough days, and the quiet wins that often go unseen. Thank you for backing one another, for taking ownership, and for caring about the work you do.

As we head into the next quarter, let's carry this momentum forward. Let's keep setting the standard for what excellence looks like - together, consistently, and ideally with a few more laughs and cups of coffee along the way.

Excellence isn't a destination; it's a habit.

Here's to finishing the year not just strong, but exceptional.

Kemlyn Pillay

Head of Operations



FRESH OFF THE PRESS

We're excited to celebrate our team members who earned certifications this quarter. Denelle Naicker and Kimeshan Naidoo both completed their CompTIA N+ and Andre Viljoen achieved his Microsoft AZ-900: Azure Fundamentals.



Racheal Khan earned the Service Excellence Certificate through Mancosa, and Noluthando Zondi completed both her CompTIA A+ and N+. These achievements are more than milestones - they reflect dedication, growth, and the commitment to delivering the best for our clients. At THUSA, learning never stops, and seeing our people upskill is always inspiring.



We're also recognising the top performers on the THUSA gamification leaderboard this quarter. Tilden Moonsamy took first place, while Jodache Munsamy and Barend Binneman shared second, and Denelle Naicker came in third. These badges celebrate curiosity, initiative, and consistent effort - showing that learning can be fun, rewarding, and motivating for everyone. Well done to all our badge winners for setting such a great example.



This year, we're also celebrating an incredible milestone for Gerald Umraw, who marked 10 years with THUSA. Gerald's dedication, experience, and commitment have been a huge part of our journey, and reaching a decade with the team is an achievement worth recognising. Congratulations, Gerald!




On top of these achievements, we're happy to welcome some new faces to the THUSA family. Bongisipho Mazibuko joins as a NOC Technician, Siyabonga Phungula as an IT Technician, Zaeem Khan as a NOC Technician, and Shenice Ramkellawan steps in as our new Junior CSM.



Every milestone, badge, and new team member reminds us that growth at THUSA is a team effort. When our people grow, we all grow - stronger, smarter, and ready for what's next.

A Year of



Client Success Stories:

One of our clients opened over 100 new stores this year, another expanded through a successful acquisition, and many others launched new sites and practices - clear signs of strong growth across the sectors we support.

Welcomed New Clients:

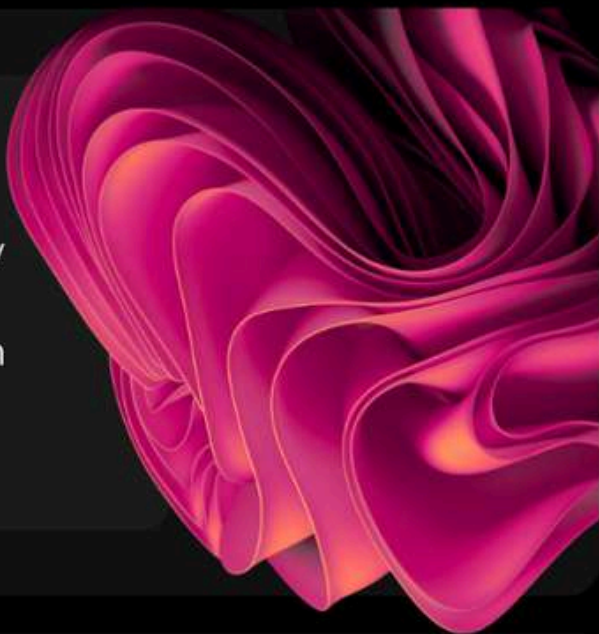
12 new clients joined the THUSA family - we're excited to have them onboard.

Know a business that could use our support?

n Growth

A push for Continuity:

This year marked the launch of our new Continuity offering. Thank you for the trust and positive feedback as we begin this new chapter together.



Growth Within the Team:

We grew the team by almost 10 people this year.

Key Transitions Completed:

We navigated the Mimecast transition, rolled out a strong new alternative, and completed essential Windows 10 upgrades - big team wins, with more to come in 2026.

100 000
Tickets Closed in 2025

99.4%
SLAs Met

I AM THUSA

The best advice Karishma has ever heard is, “Everything always works out right in the end - if it’s not right, it’s not the end,” a comforting reminder to stay patient and trust the journey. If she could meet a historical figure, it would be Leonardo da Vinci, whose ability to combine art, science, and engineering was far ahead of his time and continues to fuel her curiosity. Her humour shows in her favourite dad joke: “Why don’t eggs tell jokes? Because they’d crack each other up.” And when it comes to comfort food, Karishma could happily enjoy paneer tikka masala with naan for the rest of her life.



I am Karishma Ramkissoon,
I am a CSM,
an Adventurer,
a Culinary Lover,
and I am **THUSA**.

Karishma Ramkissoon

Customer Success Manager



I AM THUSA

The best advice Farai has ever heard is, “Your value doesn’t decrease based on people’s inability to see it,” a reminder to stay confident and grounded no matter the situation. If he could meet any historical figure, it would be Jesus - mainly to finally find out if the water-to-wine miracle really happened. His sense of humour comes through in his favourite dad joke: “Did you hear about the restaurant on the moon? Great food, no atmosphere.” And when it comes to food, Farai would be perfectly content eating noodles for the rest of his life.

“

I am Farai Pawandiwa,
I am a CSM,
a Father,
a Soccer Player,
and I am **THUSA**.

Farai Pawandiwa

Customer Success Manager



I AM THUSA

The best advice Shenice ever heard is from her grandmother, Gonam Naicker: “Be good, do good,” a reminder that who you are matters as much as what you do, and that kindness always leads the way. If she could meet a historical figure, it would be Shirdi Sai Baba, whose wisdom and simple messages of compassion inspire her; she’d love to learn how he stayed calm and giving while helping many people. Her humour comes through in her favourite dad joke: “I’m not superstitious, but I am a little stitious.” And when it comes to comfort food, Shenice could happily eat any curry, especially beans curry with rice, for the rest of her life.



I am Shenice Ramkellawan,
I am a Junior CSM,
an Animal Lover,
a Binge Watcher,
and I am **THUSA**.

Shenice Ramkellawan

Junior Customer Success Manager



TEE TIME WITH THUSA

This quarter, we swapped our usual workday pace for something a little different - a relaxed tee time session at the driving range with a couple of our golf-loving clients. It was a great opportunity to spend time together outside the office and enjoy a shared interest in a casual, low-pressure setting.

Our team members showed off some unexpected golfing skills, with a few surprising everyone (including themselves) with solid swings and impressive form.

The TrackMan added an extra layer of fun, giving us real-time stats to compare our heights, swings, and distances. From perfect strikes to questionable swings, the mix made the session all the more fun.

It was a great afternoon spent enjoying good company, plenty of laughs, and a shared love for the game. A big thank you to the clients who joined us - we're already looking forward to the next round.



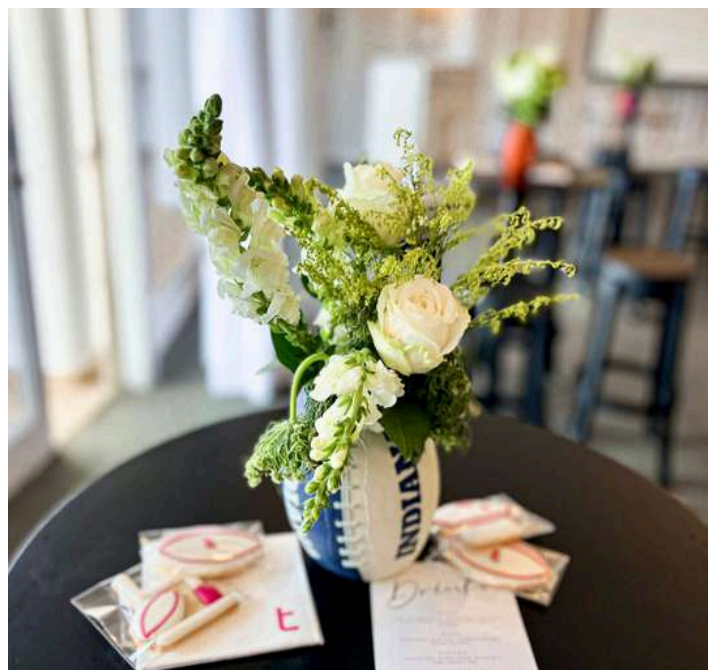
BOARDROOM MEETS LOCKER ROOM

We closed out the year in style by celebrating our clients at our end-of-year gathering! This year's theme, Boardroom Meets Locker Room, perfectly blended the worlds of business and sport, creating a fun, inspiring, and memorable afternoon.

Our special guest speaker, Andre Barnard, the Sharks' Performance and Culture Coach, shared fascinating insights into teamwork, leadership, and building a high-performance culture - lessons that resonated with everyone in the room.

Guests enjoyed some excellent food and drinks, all while connecting, networking, and reflecting on a successful year together.

The event was our way of expressing gratitude to our clients for their trust and partnership throughout the year. With plenty of laughs, engaging conversations, and shared inspiration, it was the perfect way to celebrate the successes of 2025 and look forward to what's ahead in 2026!



HERITAGE DAY

For Heritage Day, our team came together to celebrate the cultures and traditions that make South Africa so unique. The office was filled with heritage as everyone arrived in their cultural attire - a mix of patterns, fabrics, and styles that reflected the diversity of our team.



We also shared a spread of South African favourites, from savoury classics to sweet treats, giving everyone a chance to enjoy the flavours we grew up with.



HALLOWEEN

This Halloween, the office turned into a mix of spooky and funny as the team arrived in a variety of creative costumes. From light-hearted outfits to classic Halloween characters, everyone brought something different to the day.



The sweets table ended up being a highlight - packed with gummy snakes, vampire teeth, eyeball candies, and plenty of colourful treats. With the cobwebs, pumpkins, and decorations, it added a great touch to the atmosphere and kept everyone coming back for more.



VIRTUAL TEAM BUILD

This quarter, we brought the THUSA team together for a virtual team build centred around general knowledge trivia and some fun “how well do you know your teammates?” challenges. From rapid-fire questions to unexpected personal facts, the session had everyone guessing, laughing, and occasionally second-guessing their own answers.

It was a great reminder of how well we work together - even from behind our screens. We discovered unexpected facts about one another, learned who's secretly a human encyclopedia, and proved once again that the THUSA team spirit thrives no matter where we are.



GAMES NIGHT

Our latest THUSA game night was the perfect mix of friendly chaos and good vibes. With a stack of 30 Seconds cards at the centre of the action, the competition got loud, the clues got creative, and the laughs didn't stop. We squeezed in a few other games along the way, but 30 Seconds definitely stole the show.

Of course, no game night is complete without great snacks - so we enjoyed some drinks and far too much pizza. It was an easygoing evening of connection, teamwork, and pure fun.



WORLD CLEAN UP DAY

This quarter, the THUSA team marked World Clean-Up Day by heading out to the Beachwood Mangroves - a protected natural area that plays a vital role in our coastline's health. With gloves on and bags in hand, we spent the morning walking the trails and riverbanks, gathering as much litter as we could. We were also joined by one of our clients, who brought their team along to support the clean-up, making the effort even more impactful.

What stood out almost immediately was the variety of waste we came across. Alongside the usual bottles, cans, and plastic packaging, we found unexpected items like single shoes, clothing, and even old car parts. It was a clear reminder of how easily everyday waste and

sometimes not-so-everyday waste finds its way into our environment.

The clean-up gave us a chance to step away from our usual weekend activities and put our energy into something that has a direct, visible impact. It also offered a moment to appreciate the mangroves themselves: an ecosystem that's often overlooked but incredibly important for local wildlife and coastal protection.

Thank you to everyone who took the time to participate. Your effort helped restore a space that many people and animals depend on, and it was a meaningful way to spend time together as a team while contributing to something bigger than ourselves.





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



Gerald Umraw
Manager IT Management Services



Shivanie Vadivalu
Service Delivery Manager



Robert Hadfield
IT Manager



Mark van Heerden
Technical Manager



David Diack
Technical Manager



Jade Simmons
Marketing & Events



Karishma Ramkissoon
Customer Success Manager



Farai Pawandiwa
Customer Success Manager



Shenice Ramkellawan
Junior Customer Success Manager



Sheldon Hoyer
Support Services Assistant



Connor Davis
Software Developer



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



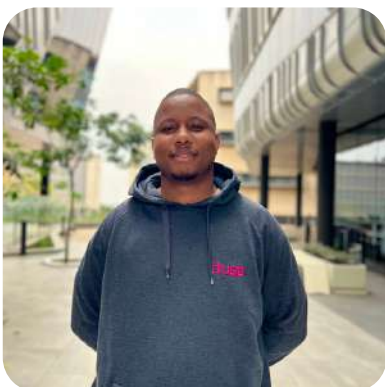
Rashan Simboo
IT Technician



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



Siyabonga Phungula
IT Technician



Jacques Joubert
NOC Technician (Team Lead)



Kimeshan Naidoo
SOC Technician (Team Lead)



Wesley Marnitz
NOC Technician



Steven Wenke
NOC Technician



Robin Greeff
NOC Technician



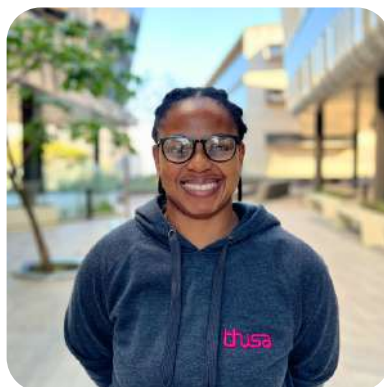
Bongisipho Mazibuko
NOC Technician



Zaeem Khan
NOC Technician



Caitlyn Inderjeeth
NOC Technician



Mandisa Gcaleka
Reception & Facilities Administrator



Jirelle Nobin
Finance & Accounts

GOING THE EXTRA MILE

📍 AFRICA



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South Africa



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