



ita

Newsletter





Where are we going

Our commitment to connecting our clients' businesses with the right technology has never been more pronounced as we look to the future. Integrating technology into business operations is essential for success in today's dynamic environment. We have invested significantly in specialised resources and technology to bridge this gap, ensuring we can provide tailored solutions that meet our clients' unique needs.

Our vision for 2025 is centered on delivering excellence in every aspect of our service, with a continued focus and development on accurate data through ongoing reporting, which drives educated decision-making. We are proud to support users across 27 countries, and we have strategically placed heads in all 7 departments, 23 divisions, and 3 committees of our organisation. This robust framework is designed to enhance our service delivery and foster sustainable growth for our clients and our company.

By aligning our resources with our client's business needs, we position ourselves to drive innovation and efficiency to help our clients thrive in an ever-evolving landscape. We are excited about the journey ahead and are committed to being your trusted partner in navigating the complexities of technology and putting your business first.

From our CEO – Dorian Cabral

ITA – A PARTNER you can trust! 



2025

Exciting Times!

ITA is actively expanding its team with the addition of a Head of Business Development, Head of Business Solutions, 3 highly experienced sales executives, and Head of Human Resources.

These new additions bring a wealth of experience and expertise to our organisation, and we are confident that they will play a pivotal role in driving our growth and compliance.

It is vitally important for us to grow our human capital knowledge base continuously. By bringing in top talent, we enhance our capabilities and foster a culture of collaboration and creativity.

Our new Head of Business Development will focus on identifying new opportunities and strategic partnerships. At the same time, our Head of Business Solutions will ensure the implementation of a 'Risk Register' used as a vital metric for all environments, engagement via monthly Executive Management Reports, using expertise to make recommendations, and streamlining efficiency across relevant Security Awareness Training campaigns while aligning clients' Policies and Procedures.



We enhance our capabilities
and foster a culture of
collaboration and creativity.



R&D for Post Quantum cryptography and AI

Encryption & Quantum Computing

At IT Anywhere, our commitment to Research & Development (R&D) ensures that the solutions we bring to market are not just cutting-edge but also practical and thoroughly tested. By staying ahead of the curve, we empower businesses to make data-driven decisions with confidence, without the complexity of technical jargon.

M365 Copilot AI

Artificial intelligence is transforming how businesses operate, and Microsoft 365 Copilot AI is at the forefront of this shift. We are testing and optimising Copilot AI for Office applications to enhance productivity, automate repetitive tasks, and improve collaboration across teams. Ever wished you could summarise your emails in a few seconds and sort them by most urgent first? By integrating AI-driven workflows, businesses can work smarter, not harder, gaining efficiency without the steep learning curve.

“If you want to grow a giant redwood, you need to make sure the seeds are ok, nurture the sapling, and work out what might potentially stop it from growing all the way along. Anything that breaks it at any point stops that growth” - [Elon Musk](#)



Client Focus

Client Engagement Committee (CEC)

IT Anywhere has launched a Client Engagement Committee (CEC) who meet weekly focused on building client loyalty, improving satisfaction, and enhancing user interaction throughout both the onboarding process, support and ongoing projects.

The CEC is actively reviewing communication channels and methods used to engage with clients, aiming to ensure that communication remains clear and effective. Additionally, the committee is committed to establishing and maintaining service standards that guarantee consistent and high-quality service delivery to all clients.

Our CEC is committed to identifying client pain points and addressing specific problems or frustrations that customers experience when interacting with our services. By understanding these challenges, IT Anywhere aims to enhance overall satisfaction and improve the customer experience. We actively seek solutions to these issues, ensuring that our clients receive the best possible support and service, so thank you for engaging in our surveys, it really helps!

We aim to deliver
high-quality service with
excellence to all our clients!





Client Focus

Streamlining Operations for Enhanced Service Delivery

In our ongoing effort to improve our operations and better serve our clients, we are excited to announce that we have adopted a unified system for all our operations, marketing, support, and sales functions. This strategic move is designed to close multiple operational gaps within our business and significantly enhance our service delivery.

By consolidating our functions into a single, cohesive system, we streamline processes, improve efficiency, and create a more responsive environment for our team and clients alike. This integrated approach facilitates better communication and collaboration across departments and ensures that we can quickly address your needs and concerns.

Our commitment to enhancing customer satisfaction remains at the forefront of our initiatives. With this new system in place, we aim to provide you with faster, more effective support and solutions tailored to your specific requirements. This transformation will empower us to deliver an even higher level of service and support, ultimately contributing to your success. We thank you for the patience shown during the transition.





Movers and Shakers

NEW HEAD OF BUSINESS SOLUTIONS

We are excited to welcome Martin Du Toit to IT Anywhere as our new Head of Business Solutions. With an impressive background that includes international experience as both a Chief Operating Officer (COO) and Chief Information Security Officer (CISO), Martin brings extensive expertise in operational management, strategic leadership, and security governance.

With over two decades of experience in Environmental Security Controls, Martin has demonstrated leadership in guiding teams dedicated to safeguarding organisational assets, data, information systems, cryptographic keys, and tools against a wide array of threats, both physical and technical. These threats can pose significant risks to critical operations, data integrity, IT infrastructure, compliance postures, assets, and personally identifiable information (PII).

Throughout his career, Martin has consistently achieved various attestations of compliance (AoC) certifications from reputable regulatory authorities. His remarkable certifications include those from organizations such as the Payment Card Industry (PCI), Mastercard, and VISA.

Moreover, Martin is committed to adhering to best practices as outlined by regulatory authorities, including but not limited to the International Organisation for Standardisation (ISO), General Data Protection Regulation (GDPR), and Protection of Personal Information Act (POPI Act).

His specialties include Governance Risk, and Compliance, Information Security, ISO 27001, PCI-DSS, PCI PIN, POPI, GDPR, regulations, project management, data protection, data privacy, SIEM, SOAR, SOC, cyber security, and cyber awareness.

We look forward to the innovative leadership Martin will bring to our team.





Movers and Shakers

NEW HEAD OF BUSINESS DEVELOPMENT

We are excited to introduce Nick Bolt, who has joined us as the Head of Business Development at IT Anywhere.

With over 8 years of experience within the IT sector and a background with industry leaders in the ISP, telecoms, and cyber security space.

Nick brings a wealth of knowledge and expertise that will be instrumental in enhancing our sales strategy and aligning it with our company objectives.

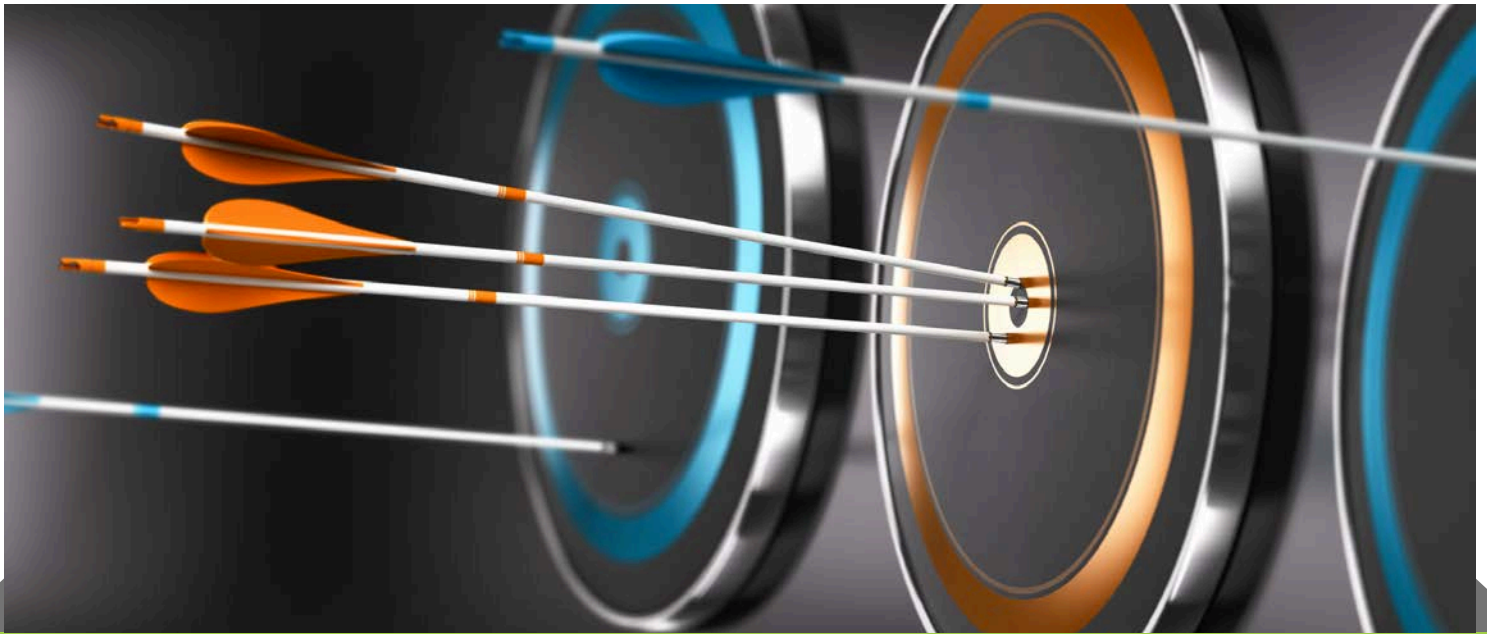
Nick is dedicated to fostering strong, empathetic relationships with clients, together, his high work ethic and attention to detail will ensure that we continue to meet and exceed the expectations of our existing and potential clients, with the key objective to grow company revenue.

In his personal time, Nick enjoys hitting the gym, putting his health first, getting lost in various genres of music, and spending quality time with friends and family, which speaks to his dedication, creativity, and persistence as an individual.

We eagerly anticipate Nick's journey with IT Anywhere and the positive contributions he will bring to the team.



Enhancing our sales strategy and aligning it with our company objectives.



Movers and Shakers

NEW SALES EXECUTIVE

With over a decade of extensive experience in customer relationship management, as well as partner, vendor, and OEM management, Masenyane has established a remarkable career in the ICT and sales sectors. Her qualifications include CompTIA Security+, a Postgraduate Diploma in Digital Business, and a Master's in Management, focusing on Digital Business, Cloud Compliance, Risk Management, and Key Management.

Her journey commenced in marketing within the private education sector, where she boldly transitioned into technology, evolving from a marketing manager to an intern, and ultimately advancing to her current position.

This distinctive path has provided her with a well-rounded perspective, seamlessly merging technical expertise with a profound understanding of customer advocacy.

Throughout her career, Masenyane has excelled in nurturing customer relationships, enhancing partner engagement, and leading cross-functional teams to achieve business goals.

Her enthusiasm for continuous learning and proactive mindset has consistently enabled her to stay agile and relevant in the fast-paced ICT sector.

Her ability to adapt and thrive in dynamic environments showcases her dedication to excellence and innovation in her work. We are confident that Masenyane will be a tremendous asset to IT Anywhere.



Excelling in nurturing customer relationships and enhancing partner engagement!



Movers and Shakers

NEW SALES EXECUTIVE

With more than 15 years of experience in the fintech sector, Siobhan offers a rich background of knowledge, insight, and a proven track record of client success. She has cultivated and maintained long-term relationships based on honesty, integrity, and authentic interpersonal connections.

Her approach consistently focuses on gaining a deep understanding of clients' needs and providing dependable support that generates results.

Renowned for her openness and dedication to excellence, she has gained the trust of both clients and colleagues—a trust that has played a crucial role in fostering enduring partnerships and reaching common objectives.

Siobhan's talent for navigating intricate financial landscapes while prioritizing a human-centered approach has been a hallmark of her career.

Stepping into a new chapter with energy and determination. This challenge not only marks a significant professional milestone but also provides an opportunity to leverage her experience in innovative and meaningful ways.

She is thrilled to contribute to shaping the future of this business by pushing boundaries, innovating responsibly, and enhancing service standards. With a clear vision, dedicated effort, and a values-driven approach, Siobhan eagerly anticipates elevating this business to new heights. We are thrilled to welcome Siobhan to the team, where she is sure to make a remarkable impact



Cultivated and maintained long-term relationships based on honesty, integrity, and authentic interpersonal connections.



Movers and Shakers

NEW PROJECT ADMINISTRATOR

Andre is deeply passionate about project management and committed to improving the user experience for both clients and internal teams. His genuine satisfaction stems from actively overseeing the product lifecycle—ranging from analysing market trends to assessing competitors and their offerings.

He thrives on spotting opportunities for innovation and enhancement, aiming to guarantee that every product he works with achieves outstanding growth prior to reaching maturity and decline. Andre's approach is characterised by a blend of strategic foresight and meticulous attention to detail.

He believes that effective communication is the backbone of any successful project, and he ensures that all stakeholders are aligned and informed at every stage. This collaborative ethos not only fosters a sense of unity but also empowers team members to contribute their best ideas, driving the project towards success.

In his role as Project Administrator, Andre has a knack for translating complex goals into actionable plans, leveraging his analytical skills to foresee potential challenges and mitigate risks proactively.

His leadership style is both supportive and inspiring, encouraging a culture of continuous improvement and learning. We are excited to welcome Andre to the IT Anywhere team, where he is sure to make a significant impact on the business and his colleagues.



Effective communication is the backbone of any successful project.



Coding

Movers and Shakers

JUNIOR DEVELOPER

We're thrilled to introduce you to Kheagen, a passionate software developer, educator, and lifelong learner whose journey in technology is driven by a powerful mix of curiosity and a desire to make a real impact. His fascination with computing and engineering began back in his high school days. He was always drawn to hands-on, creative problem-solving; a quality that has become a hallmark of his career. After school, Kheagen spent time in sales, an experience that honed the natural communication skills that make him so effective at connecting with people.

Drawn back to his passion for tech, he began a new chapter in education, teaching Coding and Robotics with a focus on practical, project-based learning. Using tools like MIT's & LEGO's EV3 robotics, he didn't just teach technical skills; he nurtured collaboration, resilience, and critical thinking in his students. When the pandemic shifted learning online, Kheagen took the initiative to master HTML, CSS, and JavaScript, building a new web development curriculum from the ground up to equip his learners with vital digital skills.

Never one to stand still, he continued to deepen his own expertise in Java and explore advanced topics like procedural generation algorithms. But what truly sets Kheagen apart is his talent for making complex subjects feel simple. This flair for communication shines through in everything he does, from mentoring students to writing clear, engaging technical manuals and textbooks.

Kheagen's unique background as a developer, educator, and communicator makes him a fantastic addition to the IT Anywhere team. We are incredibly excited to have his blend of technical skill, teaching experience, and infectious enthusiasm driving success for our team and our clients.





Movers and Shakers

NEW HEAD OF HUMAN RESOURCES

As a seasoned HR and Transformation Strategist with over 11 years of experience, Clerrene is driven by a passion for designing impactful initiatives that align business priorities with sustainable, people-centred outcomes.

Her expertise lies in developing and executing strategies that not only ensure compliance with legislative frameworks like B-BBEE, Employment Equity, and Skills and Development, but also create meaningful and measurable social impact.

In her current role, Clerrene plays a key role in aligning human resources and transformation objectives with broader business goals, championing inclusive growth while ensuring regulatory excellence.

Her strategic oversight has contributed to the success of programs that empower employees and organisations at large.

Driven by a passion for designing impactful initiatives that align business priorities with sustainable, people-centered outcomes!

Clerrene holds a BCom in Entrepreneurship, a Management Development Programme (MPD) in B-BBEE certification, and is a certified Skills and Development Facilitator.

These qualifications, combined with her practical experience, enable her to bridge policy with practice, making her a trusted leader in the fields of HR, Transformation, and enterprise development.





Through the goal post

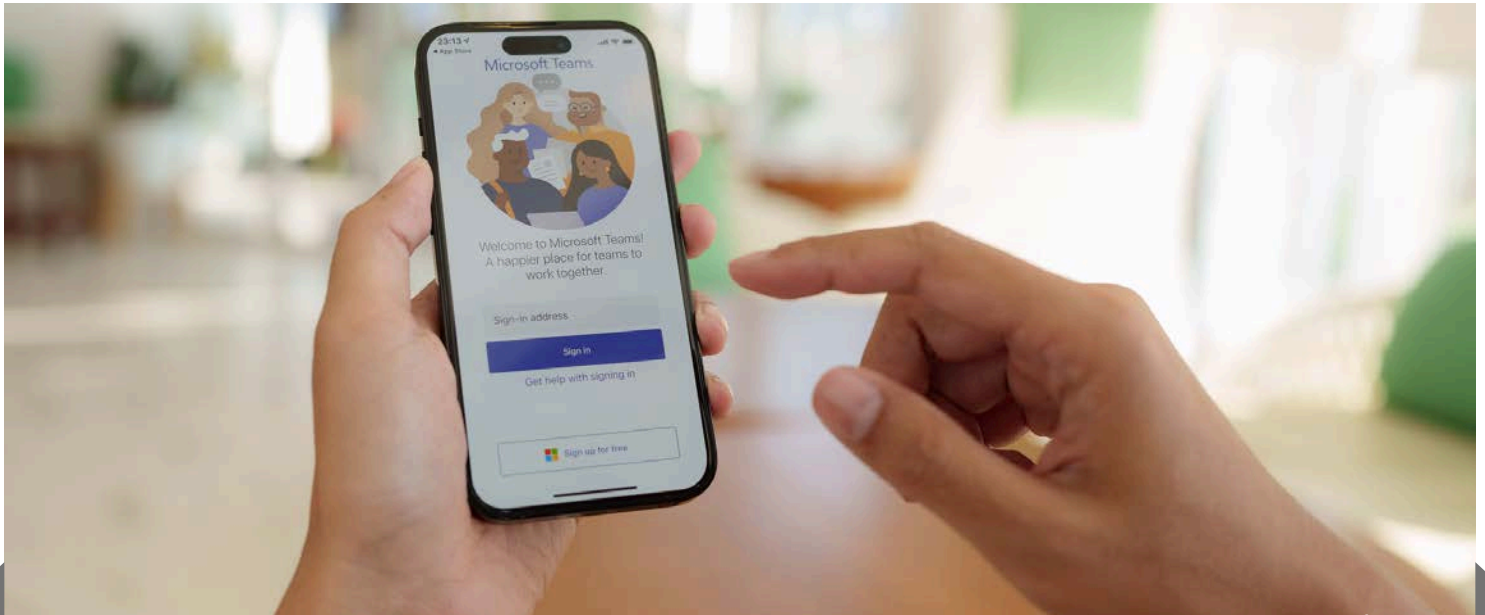
IT Anywhere is proudly celebrating a decade of connecting businesses with technology. Committed to being the leading provider of comprehensive and innovative IT-managed solutions specifically designed for small and medium-sized businesses (SMBs). We provide the framework and architecture to empower SMBs to connect their business operations with technology.

We are excited about the future and believe that outsourced managed services are gaining more traction, as you can have a whole team of experienced engineers and technology strategists at a fraction of the price of housing them yourself. We are also getting uptake on a service we offer where we support an internal IT team so they can focus on supporting their users.

Internal IT teams who might have a lower level of expertise than we bring now have an experienced team to assist, or an internal IT team that is overloaded with daily IT tasks and cannot deliver on expectations due to this.

We have recently achieved our Level 2 BBBEE status in South Africa, which reflects our commitment to empowerment and inclusivity, and have been honored with the award for the Most Outstanding Managed IT Services Provider in South Africa for 2025.

“Growth equals change; change equals loss; loss equals pain; so inevitably, growth equals pain.”
— Dr. Sam Chand



New Product Alert!

MANAGED MICROSOFT 365

Microsoft 365 is used by over a million companies worldwide. As more businesses adopt this platform, threats targeting its infrastructure have increased. Safeguarding Microsoft 365 against these threats poses a significant challenge for Managed Services Providers and Internal IT.

IT Anywhere's Managed M365 is designed to enhance security and streamline the protection of Microsoft 365 environments.

WHY IS THIS DIFFERENT TO M365 UNDER CURRENT MANAGEMENT?

1. Managed M365 extends your support from a request based model to a proactive based model. The current support is unlimited user support, and on request.
2. Managed M365 focuses on specialised and skilled management of your M365 with M365 best practice, industry best practice, and “your” business focused practices to support security and productivity.
3. Have the senior M365 specialists reviewing your tenant and making recommendations to support your business and secure your data.
4. Managed M365 provides an integrated reporting engine that delivers deeper insights for educated decision making. This includes usage reports to show how often a user accesses different M365 features to assess if the correct licensing is in use and if we can optimise spend.
5. Deeper security monitoring and response with the added MDR to ensure that logs that go unnoticed by the human eye are detected and responded to.

75% reduction in time to configure endpoints!



Fostering Community Well-Being

The executive management team at IT Anywhere acknowledges the rising stress levels associated with today's challenges and their impact on our workforce, both mentally and physically. We are committed to addressing our employees' needs and establishing a wellness program with specific interventions essential for helping our team navigate current demands.

Leigh Cabral is our head of wellness and teaches coping skills and techniques designed to improve daily mental well-being. Our employees engage in weekly wellness sessions to acquire daily skills and techniques that promote their mental health. Leigh's newest creation focuses on the "7 Pillars of Health."

These pillars are essential for supporting the body and promoting balance and harmony. A deficiency in any one pillar can affect overall well-being, so working on each pillar and acknowledging its interconnectedness is crucial. This approach is key to reaching optimal health and wellness, enabling us to flourish and realise our full potential.

An integrated approach to health includes emotional well-being, mental health, spiritual wellness (values and life meaning), and physical and physiological health—our biology. There is no universal solution; each person's body is distinct, shaped by experiences and emotional, physical, and spiritual characteristics based on individual journeys.





7 Pillars of Health

1. Nutrition, Hydration and Detoxification:

Consider nutrition the fuel that powers the temple of the body. The food we consume is a rich source of energy, vitamins and minerals that nourish every cell. A balanced diet, rich in whole foods, vibrant vegetables, and lean proteins act as the cornerstone of our chemical health. It also Provides energy for movement and all cellular and organ functions, nourishing the body and the soul. Hydration and detoxification play a huge role in your health. The body is made up of 70% water and the lymphatic system 90-95% water, hence why hydration is crucial for all bodily functions, cognitive function, overall health, and detoxification.

2. Movement & exercise:

Our bodies thrive on dynamic movement. Exercise and movement reduce stress, improve sleep and mood, and boost cognitive performance. Strengthens heart and lung. Muscular strength, bone density, blood sugar balance and maintaining stable body weight. Practices like yoga, Thai chi, exercise, sport, functional movement etc are keeping the musculoskeletal system in tune, enhancing strength, flexibility, and balance. This pillar is vital to release tension, restriction, and stagnation in the body.

3. Breathing:

Breathing is the most fundamental chemical process, that sustains life. Each breath is a gentle wave of oxygenating the blood and invigorating the cells. The lungs are like bellows drawing in life giving air and expelling waste. Good breathing mechanics and techniques, such as diaphragmatic breathing enhance this process, by keeping the nervous system regulated, ensuring the internal environment remains balanced and vital.



7 Pillars of Health

4. Stress & Hormones:

Hormones are the chemical messengers orchestrating the many functions in the body, directing metabolism, growth, and mood. Blood composition carries these messages and nutrients to every part of the body. If the body is in overdrive or excessively switched on it creates a pro-inflammatory state which promotes illness and disease. Regulating the nervous system and relaxation practices allow the nervous system, immune system, hormonal system, and the mind to rest. Maintaining hormonal balance and healthy blood composition, through proper nutrition, hydration and lifestyle choices and breath is essential for overall harmony of the body.

5. Sleep:

Sleep hygiene is often overlooked when considering our health. Getting quality sleep is essential for restoring your body and mind and is a baseline requirement for overall health. Poor sleep impacts on metabolism, hormonal health as well as mental health and emotional resilience. Healing, restoration, and renewal takes place at night when in deep restorative sleep. Increased exposure to screens, artificial light pollution and exposure to EMF's are having a negative impact on our sleep leading to fatigue and illness.

6. Connection and community:

The importance of community, connection and social relationships cannot be overstated. Human connection is a fundamental human need and has an impact on our biology. Social connection is a proactive approach to leading a fulfilling, purposeful life. Community provides us with a sense of belonging, support, identity, and we feel connected to something larger than ourselves.



7 Pillars of Health

7. Spiritual and emotional:

Emotional wellness involves the ability to identify, understand and manage our emotions. Emotions are a direct result of our mental reasoning or perception. Our emotions can drive our behaviours and impact ourselves and others. Feeling, processing, and managing emotions can impact us on a biological level.

Spirituality is the way you find meaning, hope, comfort, and inner peace in your life. Identifying the things in life that give you this sense of love, comfort, strength, connection, and inner peace.

Spirituality is highly individual and is linked to our well-being in the face of challenges. Spirituality is not just about religious beliefs, it's about connecting with something outside of yourself that brings meaning and connection to your life, restores hope and optimism.

These pillars rely on each other, and when we find dysfunction or illness within the body it's usually a combination of the above and more than likely been manifesting over many years. We need to be responsible and accountable for our wellbeing by focusing on all these pillars equally. This is what creates the environment for healing and wellbeing.

HAVE YOU HEARD?

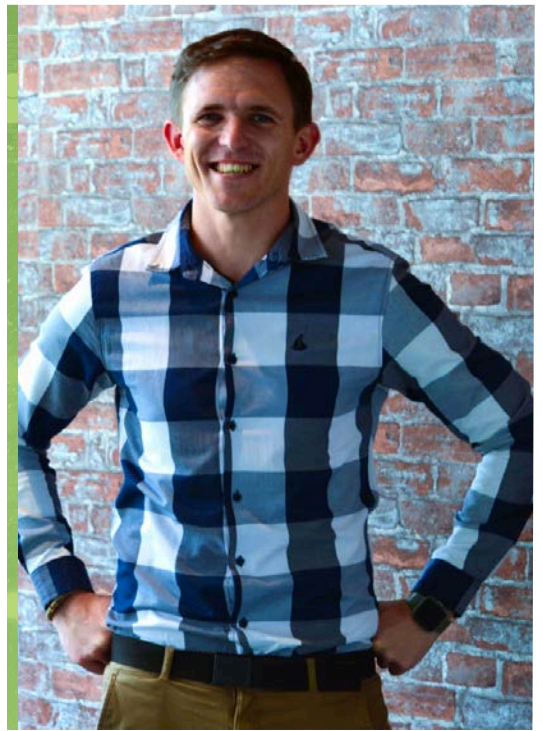
**Interview with the head of the ICT department,
CTO and Co-founder Blair Crane.**

1. What do you find most challenging about your position?

Changing the reactive mindset of cybersecurity into a proactive approach.

Most IT security budgets are approved after a significant incident. This is a very reactive approach, but a reality in most businesses.

Working with the notion of “it’s never been an issue, so why do we need the technology now” is very challenging, as proactive security measures are considered a grudge purchase in most cases until the risk is exposed.



2. What do you love most about the work you do?

Consulting with our clients on improved technologies and workflows. Being able to articulate complex tech in a way that can be easily understood and adopted into their environment is exceptionally fulfilling.

3. Is South Africa up to date with current technologies?

South Africa has been behind in the tech space for quite some time, and remains antiquated to a large degree, mainly because the leadership of a business needs to drive change, and without their buy-in, it’s virtually impossible.

Business leaders need to accept and embrace change by increasing IT spend and not reducing the budget in this area. We absolutely thrive with clients who have adopted this attitude and recognize change.

South Africa has made advancements since the inception of PoPiA, but in many cases, remains reactive and set in their old ways when it comes to technology and cybersecurity.

4. Would you rather wrestle a unicorn or a yeti?

Yeti. I feel like it would be challenging to fight a unicorn’s body type. And wrestling a Yeti sounds like more fun!



5. What's the first thing to do when protecting your network?

There are a few key pillars that need to be in place, but if I had to choose just one, it would be extreme visibility. Decisions cannot be made without visibility and accurate data.

When I mention visibility, I speak of technology and the tools used to gain the insight needed for educated decision making, but I also speak to the business. The IT department needs a sight into the goals and objectives of the business to ensure that its next steps in protecting the network are aligned.

Once we have visibility, I would move to securing data as a top priority.

6. Why is data so valuable in the Proactive Management of a network?

The knowledge gap between business and technology is significant and this often lends itself to trust factors that are not backed up with reliable data. Here is an example. The CEO called in the IT Manager and asked about the backups, are we secure? The IT Manager says yes, we are, and gives the thumbs up.

This trust factor has been developed over time and in many businesses is the norm, but it carries extreme risk as there is no data provided and there is no interpretation of what the CEO deems secure and what the IT Manager deems secure.

Data closes the knowledge gap and turns technical jargon and processes into business discussions so that the right people in the business can make educated decisions.

7. A chicken walks through the door, wearing a top hat. What does it say?

Heow you goin mate! (In an Australian accent)

Thank you for taking the time to read our first newsletter!

Stay tuned for our upcoming quarterly editions.

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talk to us



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CONNECTING BUSINESS WITH TECHNOLOGY

