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Saturday, June 22, 2024

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## Who We Are

Based out of the San Fernando Valley, California, Complete Network Solutions (CNS) is your end-to-end Information Technology Solution Provider. The majority of our client base is located in the Santa Clarita and San Fernando Valleys, however some clients have far reaching remote locations including Atlanta, Beverly Hills, Chicago, Dallas, Elizabeth, Fullerton, Glendale, Huntsville, Los Angeles, Manhattan, Newbury Park and Sacramento to name a few.

***CNS focuses on the small to medium sized companies that want to leverage the benefits of computers and technology without having to maintain an employee base of qualified professionals.***

## What We Do

Whether it is to setup a Local Area Network (LAN), solve computer system issues, connect remote locations, establish Internet connectivity for your company or provide computer training, CNS does it all. For less than half of the cost of a single full time network administrator, CNS can provide high level professional support that makes all your headaches and worries go away. CNS will develop a degree of stability in your computer systems' infrastructure that enables future growth that your company can greatly benefit from.

## Your Information Technology Solution Provider



### Complete Network Solutions

22287 Mulholland Hwy, #336

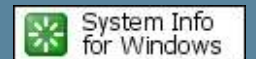
Calabasas, CA 91302

Phone: (661) 993-6060

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## Remote Help



## What Next

[Contact Us](#) now for an evaluation of your environment, so you can enjoy the benefits today's technology has to offer. Take the first step and see how CNS can optimize your infrastructure and build on your information technology to make your business more efficient and profitable.

## Immediate Help

[Download](#) this for remote assistance support now. TeamViewer is a small application that can be used to share your computer for easier administration. "Seeing" what you are talking about is much easier than trying to picture it. Also, you can sit back and watch the show as we move the mouse pointer and type in what is necessary for configuration settings and installations.



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p | (661) 993-6060 w | [www.cns4us.com](http://www.cns4us.com)



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### Mailing / Billing Address

Complete Network Solutions  
22287 Mulholland Hwy, #336  
Calabasas, CA 91302

### Communication

Phone: (661) 993-6600



E-MAIL

**Robert Wagstaff** [ email ]  
IT Consultant

▶ Instant Message ◀

Complete Network Solutions is the proud member of:

Microsoft  
Small Business  
Specialist

**Microsoft** | Partner



**IT Consultant**

**Microsoft**  
CERTIFIED  
Professional

### Who is Robert Wagstaff?

- Over 27+ years of network administration experience built on HP and Dell servers with Microsoft Server operating systems with Active Directory
- Setup all types of businesses ... from small dental offices to a \$632 million manufacturing plant with numerous locations, over 15 servers and over 250 computer users
- Microsoft Certified Professional
- Microsoft Small Business Specialist
- Proficient in Windows desktop operating systems (9x, 2k, XP, Vista, 7, 8, 10, 11)
- Excellent working knowledge of MS Office suite of products (Word, Excel, Outlook, PowerPoint, Access, FrontPage, Publisher)
- PowerApps and Power Automate designer
- Responsible for end-to-end solutions including network cabling, switches, routers, firewalls, servers, backups, printers and workstations

### Remote Help



System Info  
for Windows



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## C.N.S. is your END-to-END Solution Provider

**Our Philosophy is Simple ...** "build a strong, stable infrastructure and then incorporate the best software available to get the most out of your investment."

*Robert Wagstaff*

### 1. Quality Computer Hardware

The computer hardware should provide the power and growth capacity needed, at a reasonable cost. Since system needs will almost certainly grow, the equipment should be expandable to meet almost certainly grow, the equipment should be expandable to meet known future needs. Also, since future needs are not predictable, the system should utilize industry standards (like the [Windows 2000](#), [Windows XP](#) and [Windows Vista](#) Operating Systems) to provide the client with as many future hardware and software options as possible.

### 2. Hardware Maintenance

When any part of the computer equipment fails, the operating efficiency of the client organization suffers, which results in lost profits. The goal of hardware maintenance is to get the system back to its optimum operation as soon as possible, with the least effort. The best way to accomplish this goal is with a Complete Network Solutions Service Agreement.

### 3. Application Software

For a system to be successful, the application software must fit the client's needs at the detail level. Further, it must continue to fit the client's needs, even after the "initial known needs" are met. When selected properly, the application software becomes the "permanent" solution to the client's system needs.

### 4. On-Going Programming & Operations Support

Like hardware maintenance, the goal of on-going support is to optimize the continuing utilization of the system. In order for this goal to be achieved, the client needs programming support, telephone support, Technical Support, and maybe even accounting support--available from responsive and experienced computer professionals. Our goal is to make every client's system successful, and with careful attention to details, this goal can be achieved each and every time.

### 5. Training

A system without training is typically not used to its fullest capability. Conversion to a new system should be carefully planned by people experienced in this process, and client personnel should be thoroughly trained to operate the new system. The learning curves of new applications and/or processes can vary from each project and can be steep at times. This is all the more reason to retain Complete Network Solutions for continual support including constant training for efficiency improvement.

### 6. Good Procedures and Records

A new computer system will not necessarily improve the accuracy of a client's records. If the company's records and operational procedures are incomplete, the computer system will probably only accentuate these flaws. However, if the procedures and records are

### Remote Help



### System Info for Windows



in good condition, the new system can significantly improve the company's operation.

## 7. Strong System Administrator

For a system to be successful, the system administrator who is responsible for its implementation and daily operation must not only be capable of performing this role, but also must be dedicated to the system's success. In addition, they must be fully knowledgeable of the entire systems' interoperability so that troubleshooting is streamlined and downtime is minimized. Finding qualified staff that meet these requirements is difficult and therefore an On-Site Maintenance Agreement with Complete Network Solutions might be the right solution for your company.

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## But Exactly What Services Does CNS Provide???

The first question prospective clients always asks us is "What do you do?".

**Our answer to that is "Everything".**

Complete Network Solutions' main objective is to help its clients improve their core business by implementing quality computer solutions. We work with clients to create a solution which effectively links their people, business processes and computer technology with their company's strategy and business plan. CNS's ability to strengthen the Information Technology aspect of a company's business strategy is distributed into three stages.

**Analysis** -- We begin by surveying existing equipment, software, and personnel. Once this information is compiled, we can develop a plan which integrates current and developing technologies with the existing conditions and the desired results.

- Hardware evaluation
- Software evaluation
- Network system evaluation
- Web site evaluation
- Disaster recovery evaluation

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**Design** -- This is the next step in CNS's full service package. Once a plan has been devised, we can begin to craft the specific items needed for a final implementation.

- Network infrastructure design for the company LAN/WAN
- Web design & development including ASP, VBScript, JavaScript and database integration
- Intranet design & development
- Internet connectivity design
- Database solutions
- Custom software solutions

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**Implementation** -- This is the final step in a Information Technology project. Once the plan is set, the products chosen, and the programs developed, we can proceed to physically deploying and testing the solution. This stage is equivalent to the task of constructing a building once the design drawings are completed.

- Installation and configuration of MS BackOffice Solutions with the core operating system of Windows 2000 Server
- Deployment of Windows 9x, Windows 2000 and Windows XP Workstations
- Installation and configuration of MS Exchange Server, MS SQL Server
- Installation and configuration of network switches, routers, hubs and wireless networks
- Rapid Deployment of pre-configured computer systems

This three stage process allows us to devise any solution for any problem...or at least that is the intention. : )



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## CNS Support

**Your Southern California Information Technology Solution Provider**

### IT on DEMAND

At CNS we like to think of our support as "IT on demand". In other words, when you need the support we are there. There are no retainer fees or fixed monthly fees for maintenance that may never be needed. Instead, we hope to service your company as it expands in the world of information technology.

From setting up a small office network to establishing a corporate infrastructure for hundreds of employees in multiple locations throughout the world...CNS does it all.



Laptops



Desktops &  
All-in-One



Cell Phones



Printers, Ink &  
Toner



TVs, Software &  
Accessories



Support & Help

### Remote Help



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## Client Profiles



Anthony International is the world's largest manufacturer of specialty glass, commercial glass refrigerator & freezer doors, case lighting, and display & merchandising systems.

CNS has worked with AI since 1995 establishing a fully functional computer network system built around a fiber backbone, an IBM AS/400 and over 15 Dell servers. Supporting over 200 users both locally and remote, CNS has done it all when it comes to computer systems. This includes file and print servers, SonicWall firewalls, email servers, spam server, web servers, backup servers, a Storage Area Network (SAN), payroll servers utilizing UltiPro HRMS, VPN tunnels to remote manufacturing facilities, deploying and maintaining all the workstations and more.



Autotech Accessories Inc. (TENZO-R RACING SPORTS) was established in Sun Valley, California in 1992 as a manufacturer and importer of performance products and accessories for the import tuner market.

CNS initially worked with Autotech to recover from a failed server hard drive. After thoroughly documenting the network environment CNS was able to prevent the cost of new server hardware and optimized the operation. When a critical workstation crashed, CNS was there. When backup jobs were failing, CNS solved the issues and documented step-by-step instructions to check nightly backups.

DIRECTIVES WEST  
CONSULTANTS TO RETAIL



Directives West is the west coast powerhouse when it comes to fashion consulting and keep up to date about who's up and coming and who's fading away.

CNS worked with Directives West to establish new broadband connectivity for the entire office, optimize the executive laptops, data cleanse the contact lists and to configure a pseudo server for file and print sharing.

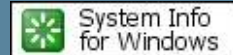
Arleen Azar-Mehr D.D.S., M.S.



Dr. Arleen Azar-Mehr is a Los Angeles orthodontist in the San Fernando Valley. A third generation dentist, Dr. Azar-Mehr is highly skilled in all aspects of dentofacial orthopedics and orthodontic treatments.

CNS worked with Dr. Arleen Azar-Mehr to move her dental practice from Granada Hills to Reseda. During that process CNS helped advise and procure all new workstations, server and networking equipment. Broadband connectivity was established and PracticeWorks was installed and configured. Additionally, an imaging server and scanner was setup along with networked printers and an online backup system.

## Remote Help





### **Dr. Charlotte Roberson, DDS**

CNS worked with Dr. Roberson to establish an Internet broadband connection for the office by utilizing existing hardware and working with the Internet Service Provider (ISP). In addition, line-of-business application support (ComputerAge) was provided along with network printer troubleshooting.

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Dr. Jonathan Gordon, DDS has a dental practice with Dr. Oded Bahat in Beverly Hills, CA.

### **Dr. Jonathan Gordon, DDS**

CNS setup new Windows server and Internet broadband connection with a wireless router. Deployed new workstations and migrated all data to a shared location for easier access. CNS also troubleshooted network printing issues, remote connectivity and line-of-business application (ComputerAge). In addition, CNS setup domain names, email hosting and configured Microsoft Outlook for email for all users.

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Dr. Mehdi Fotovat, DDS has a dental practice Valley Village, CA.

### **Dr. Mehdi Fotovat, DDS**

CNS upgraded Dr. Fotovat's network to Active Directory to provide a single logon experience and provide better security. In addition, workstations were given software refreshes and network printers were shared properly across the network. In addition, a wireless network was setup, an online backup routine was established and the line-of-business application (Orthotrac and Invisilign ClinCheck) was supported.

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Dr. Philippe Athuil, DDS has a dental practice in Beverly Hills, CA.

### **Dr. Philippe Athuil, DDS**

CNS provided full support to Dr. Athuil from procurement of hardware to configuration and post implementation support. CNS setup a Windows server and Active Directory along with an Internet broadband connection and wireless router. Support of the line-of-business application (PracticeWorks) has also been supported and maintained.

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Dr. William Wright, DDS has a dental practice in Beverly Hills, CA and Santa Barbara CA.

### **Dr. William Wright, DDS**

CNS worked with Dr. Wright to coordinate the move of computer systems to a new office across town. This included the setup of Internet broadband connectivity, a router, network switch along with a Windows server and workstations. CNS also helped with the deployment and maintenance of the line-of-business application (PracticeWorks).

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Industry.

CNS worked with Energy Club to establish a new manufacturing facility. This included planning the location of the server, the cabling closet and wiring the entire plant for CAT5 cable and phone cable. In addition, a new Dell server was implemented and all the data was migrated over. New broadband connectivity was established along with wireless 802.11b, a backup plan was established for MAS90 and all data and all workstations were given memory upgrades and a software refresh to optimize performance. Also, numerous Zebra Thermal printers were networked and configured for manufacturing operations.

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Filmtools is Hollywood's source for grip, electrical, lighting, sound, video and film supplies. For years big studios have been coming to Filmtools for their production gear, camera support equipment and expendable supplies

CNS worked with Filmtools and line-of-business application developer in deploying new workstations and optimizing performance and functionality. CNS also helped migrate user's email accounts, setup MS Outlook and troubleshooted network printer issues. CNS also identified failed backups and setup a backup plan to secure Filmtools' data in the case of a disaster.

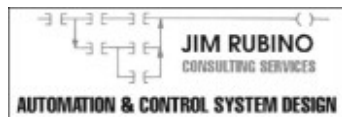
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JMG Specialties, Inc. is the complete source for all your material handling needs. From hand trucks to wheeled carts to racks, JMG can provide your company with the merchandise you need to run more efficiently.

CNS worked with JMG Specialties, Inc. to fix name resolution issues across the peer-to-peer network that was causing frequent disconnects to their line-of-business application (QuickBooks Pro). CNS also setup a network scanning solution, wireless connectivity and designed a web site. In addition, CNS created engineering drawings using AutoCAD and deployed new laptops running Windows Vista.

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Jim Rubino designs, develops and implements automation and control systems for numerous industries nationwide. With over 30 years of experience in this field as well as electrical construction, Jim is able to meet the demands and challenges of today's automation needs.

CNS worked with Jim Rubino to establish a Network Attached Storage (NAS) solution and to synchronize all data to numerous laptops for optimal data availability. Moreover, CNS provided line-of-business application setup and training along with ongoing maintenance of workstations, laptops, printers.

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Professional Home Warranty Services, Inc. has been providing third party warranty administration services since 1997, specializing in single family homes, condos, townhomes and conversions.

CNS helped PHWS go from the stone age to the information age. Originally sharing a single AOL account and phone line for all Internet and faxing capabilities and having numerous PCs running independently (not connected or networked) PHWS now benefits from a fully networked office of workstations, servers, printers, broadband and wireless connectivity. CNS established Active Directory, secure shared folders, remote VPN connectivity, local email (MS Exchange) and web hosting. CNS also created dynamic ASP web pages for clients to log in and access PHWS's internal database securely from anywhere displaying warranty related pictures and service order information.

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CNS worked with Rouse Asset Services in deploying, networking and maintaining numerous workstations, printers and servers as well as establishing broadband connectivity.



Service Specialties is a Real Estate management company and also owns an air conditioning and heating business in the San Fernando Valley.

CNS helped Service Specialties network all workstations and establish broadband connectivity. In addition, CNS helped facilitate the move to Northridge and troubleshooted virus issues, malware issues and printer issues. Optimization of synchronization of data files to laptops and software refreshes were also performed on workstations.



United Technologies is the parent company of Carrier who owned Ardco (in Scottsboro, AL) at the time Anthony International took them over. Specializing in refrigeration glass door packages and an electronic lighting system, Ardco has a popular and long-established product line.

CNS worked with Ardco, Carrier and United Technologies' network engineers to coordinate a smooth transition and seamless network operation for Anthony International. This included performing a system inventory, procuring new workstations, servers, Cisco routers, aerial wireless devices and printers. Establishing multiple dedicated T1 lines and deploying all in a timely and efficient manner to avoid any down time or migration problems.



Vivitar Corporation was a manufacturer, distributor and marketer of photographic and optical equipment originally based in Oxnard, California. In November 2006, the corporation was purchased by public company Syntax-Brilliant Corporation for US \$26 million in stock and was operated as a wholly-owned subsidiary.

CNS worked with Vivitar as it was winding down and closing shop. CNS helped with basic network connectivity issues, workstation problems and IBM AS/400 exports of data.