



Frequently Asked Questions

MSC Industrial Supply Co. has Acquired Barnes Distribution North America

MSC Industrial Supply Co. has acquired Barnes Distribution North America (BDNA), an industry leader in providing inventory management, technical sales and supply chain solutions for the distribution of MRO and production supplies. This broadens and deepens our inventory management solutions from the production floor to the tool crib in an unparalleled offering to help you lower your MRO costs.

With BDNA now part of MSC, what does this mean for me as a current customer?

You will benefit from an even stronger MSC with an unparalleled inventory management offering, an expanded product portfolio to help us meet your needs better than ever.

Right now, it is business as usual, as we integrate our organizations to bring valuable offerings that help drive more productivity and cost savings through comprehensive inventory management solutions.

In time, current BDNA customers will gain:

- Access to more than 900,000 items from top brands
- Additional metalworking and inventory management expertise

Current MSC customers, in time, will gain access to:

- Broader and deeper inventory management solutions
- An increased product portfolio in fasteners and other consumables
- An expanded presence in Canada and end markets such as mining, transportation and oil and gas

Please contact your local BDNA/MSC sales representative to take advantage of any of these benefits.

Will I still have a local BDNA sales representative or will that relationship go away?

Now that the acquisition is closed, we are all part of MSC. However, we want this to be as seamless as possible for you so it is business as usual. Please continue working with your local sales representative and we will continue to keep you informed throughout the integration process.

What about invoices? Do I pay BDNA or MSC?

For now, it is business as usual and all invoices from BDNA should be handled the same way you have always handled them. As we integrate our businesses, we will keep you informed of any updates or transitions we may need to make to deliver the best products and services possible to help you run your business.

How long will the integration take?

We're working hard to integrate our businesses quickly but carefully. We want to ensure this integration is as seamless as possible and that you gain all the benefits of our combined strengths.

Is there overlap with what both companies do?

MSC has long delivered process- and data-driven inventory management through lean initiatives and solutions such as vendor managed inventory (VMI), customer managed inventory (CMI) and vending to drive greater productivity and cost savings particularly in metalworking and MRO. BDNA has made a name for itself through inventory management of hard-to-manage small items such as fasteners, an area that is high cost and high demand. As we integrate our operations, we expect to create an unparalleled inventory management offering from the production floor to the tool crib to lower your MRO costs.

Is there any customer overlap?

Yes, there is minimal overlap. If you currently work with both BDNA and MSC, we will work with you to make sure there is a seamless transition for you that does not disrupt your business or our relationship. We pride ourselves on having the best customer service in the industry. Today, it's business as usual. Please continue to work with both your MSC and BDNA sales representatives, and we will continue to keep you informed if and how our integration may directly affect you.