

Integrating with Gradient MSP

Coro can report usage data from multiple Coro managed workspaces by integrating with Gradient MSP as middleware to connect to a range of Professional Services Automation (PSA) systems using a PSA connector. Gradient MSP is used to map services (Coro modules and add-ons) and accounts (managed workspaces) to PSA systems in order to report workspace usage data.

Gradient MSP overview

Gradient MSP is a cloud based platform that simplifies PSA integrations for MSPs. Gradient MSP offers an open ecosystem that empowers MSPs with choice and eliminates obstacles for channel vendors. Gradient MSP acts as a middleman between channel vendors and MSPs, and is dedicated to improving the IT Channel.

Configuring a PSA connector

In order to integrate Coro with Gradient MSP, a PSA connector must be configured from a channel (parent) workspace. Configuring a PSA connector is a two part process which comprises:

1. **Retrieving a Gradient API token**
2. **Creating the PSA connector using an API token**

Retrieving a Gradient API token

To retrieve a Gradient API token:

1. Log into **Synthesize**.
2. Navigate to the Integrations tab.
3. Select the Coro card, and then select **+**.