

9 Myths About Microsoft Teams Export API

Why upgrade to Microsoft Teams Export API before the End of Life (EOL) date of January 31, 2023?

Many financial services customers use Microsoft Teams as their standard collaboration tool for their employees and customers. Firms and third-party apps use Exchange Web Services (EWS) to access Microsoft Teams.

As of January 31, 2023, this will change. Microsoft Teams Export API (Teams EAPI) is a new API that customers and third-party apps will use to access Teams. Questions about what it is, how it works, what new features are offered, what are the benefits of implementation, what's the impact on remaining compliant, and whether the EWS EOL is soft or hard.

While new features are turned on as default, customers aren't always capturing the communications through these features to meet regulatory requirements, leaving them exposed to fines as Microsoft Teams continues to evolve.

In this infographic, we disrupt the myths of the Teams EAPI and provide the facts, explaining why migration is critical to your business remaining compliant after January 31, 2023.

MYTH

Financial Services firms using collaboration solutions don't have a regulatory obligation to capture their Microsoft Teams communications.

FALSE



Financial Services firms using Microsoft Teams:

- Reality is they have an obligation under SEC 17a-4 to maintain records for recordkeeping with an audit trail.
- Must capture electronic communications that are clear, accurate, meet WORM requirements, and enable supervision to be conducted for context review.

MYTH

Financial Services firms using M 365 solutions, Microsoft Teams, and aren't exporting their data don't need to use Teams EAPI.

FALSE



Financial Services firms using Microsoft Teams will need to use Teams EAPI when they:

- Use 3rd-party channel solutions.
- Have very large and complex collaboration files.
- Have very high-stakes litigation cases.

MYTH

Microsoft EWS End-of-Life (EOL) date is September 30, 2022.

FALSE



EWS EOL date is January 31, 2023

- As publicly stated, after January 31, 2023, Microsoft will restrict access to Teams data via EWS.
- Companies that want to stay compliant capturing and archiving their data will need to move to Teams EAPI.

MYTH

Microsoft Graph API is an acceptable alternative to Microsoft Teams EAPI.

FALSE




The Microsoft Graph API has significant limitations that make it risky:

- While Export API is a derivative of the broader Graph API stack, it is a "protected API" that is purpose-built for at scale export of sensitive communications data for compliance purposes.
- In contrast, plain old Graph API by itself has limited feature support where it does NOT provide all of the content required for compliance.
- There is no guaranteed support for compliance features when new features are introduced in Teams.
- It is subject to throttling and performance limitations and may not archive data fast enough, potentially creating unrecoverable data backlogs.

MYTH

Microsoft Webhooks is a better alternative to Teams EAPI.

FALSE




Microsoft Webhooks can leave you exposed to regulatory risks because:

- Historic fetch for Teams EAPI is not supported through Webhooks, as it is capturing data in real-time. Therefore, capturing data for older dates/data correction due to API issues isn't supported in Webhooks.
- Webhooks does not support "Selective capture," since the notifications will be at the tenant level, unlike Export API which is at the user level.

MYTH

I don't need Teams EAPI.

FALSE



Users are required to move to Teams EAPI by January 31, 2023, because it:

- Ensures continued compliance coverage by providing as an approved alternative to EWS which will be EOL on Jan 31, 2023, is purpose-built for compliance exports at scale. It is also a protected API that allows access to sensitive communications data.
- Is the only API via which Microsoft will support compliance for new features released in Microsoft Teams.
- Is compliant with Microsoft commercial licensing terms for APIs, unlike EWS and Graph APIs which are outside the protected API framework.

MYTH

Smarsh Capture's certification on Microsoft Teams doesn't matter for Microsoft Teams customers.

FALSE



For customers working with Smarsh, a certified Microsoft Teams Partner, it matters because:

- As certified solutions, Vantage and Cloud Capture have passed validation criteria set by Microsoft to ensure that their regulated customers are compliant while using Teams.
- Smarsh helped Microsoft develop the Export API by leveraging our over 2 decades of industry experience, compliance expertise and capture leadership.
- Smarsh is the *first and only certified* capture solution certified for Microsoft Teams. For more information, check out the Smarsh Teams data sheet.

MYTH

Financial Services firms can use connectors to reactively extract data in an on-demand basis for litigation from Teams EAPI.

FALSE



Teams EAPI:

- Is the only engineered approach to extract data from Teams EAPI.
- Collaboration solutions have large volumes of data, making it difficult to reconstruct conversations that are persistent. This requires a proactive capture approach to effectively search the data.
- Requires users of Security and Compliance solutions to use protected APIs to avoid violating their Microsoft license.

MYTH

There are limited benefits of moving to Teams EAPI.

FALSE



Teams EAPI benefits to your business includes:

- Compliance support for most new Microsoft Teams features will be available only via Microsoft Teams Export API.
- Compliance leaders can say "yes" to turning on new Teams features, at the time they're available, instead of blocking them, allowing the organisation to take advantage of the Teams features as Microsoft intended.

Smarsh focuses on anticipating and understanding the impact of new regulatory requirements on your business to ensure you don't have to play catchup, especially as Microsoft Teams continues to evolve and introduce new features.

Smarsh is a leader and a trusted, certified compliance capture partner for Microsoft Teams.

Achieve efficiencies that allow your supervision/surveillance and legal teams to focus on their day jobs and eliminate the pain of a night job.

Contact Smarsh to learn more about Microsoft Teams Export API and choose from our Cloud Capture offering or our On-Premise (Vantage) option.