

Elevate Your IT Service Desk with UMRF Ventures

UMRF Ventures is a trusted managed service provider delivering scalable, high-quality IT service desk solutions tailored to the healthcare, insurance, and IT sectors. Our teams integrate seamlessly into client environments, offering multi-channel support via phone, email, chat, and incident platforms. Through a “train-the-trainer” model and robust quality assurance, we ensure consistent, adaptable, and continuously improving service. Whether you need front-line support or specialized help desk operations, we build and manage desks that grow with your business.

Who We Are

Based in Memphis, Tennessee, UMRF Ventures is a wholly owned subsidiary of the University of Memphis Research Foundation. Since 2017 we have been committed to delivering top-notch IT Managed Services that not only cater to your current IT concerns but also ready your business for future opportunities. With our technology expertise, a talented workforce, and insightful consulting, we position your business for sustained success.

A few of the companies that Trust Us : *FedEx, Raymond James, Sedgwick, City of Memphis, Methodist LeBonheur Healthcare, MLGW, Ting, and First Horizon Bank*

Why Choose Us



Innovative Partnership Model & Talent Pipeline

Collaborate with UMRF Ventures to leverage our unique managed service approach, while building a talent pipeline of future professionals for your company.



Consulting Expertise

UMRF Ventures provides comprehensive consulting services to help businesses optimize operations, focusing on IT, Business Analytics, and dashboard consulting. These services offer valuable insights for data-driven decision-making.



Cost-Effective Solutions

Enhance your service delivery by utilizing UMRF Ventures. Our operations are efficiently operated by motivated student workers at competitive rates. We are dedicated to delivering innovative solutions !

Our Services

General Technical Support

- Comprehensive Contact Center Services
- Efficient and effective IT Help Desk Support
- Experts in supporting password resets, account recovery, and email access issues

Claim Management Support

- Intake and tracking of client-submitted claims
- Status updates and resolution coordination
- Documentation support and compliance alignment

Billing Support

- Invoice clarification and payment assistance
- Dispute resolution and billing corrections
- Support during billing system transitions

Escalated Incident Management

- Rapid response to high-impact technical issues
- Coordination with specialized teams for resolution
- Root cause analysis and follow-up communication

