**Figure 1**

**PROMOTING FACTORS OF SI SCALABILITY**

Search scalability of SI

INTERNAL

- Adjustments in the structure and strategy in order to make it adapted to the new environment

- Quality of the product or service

- Innovations (mostly) incremental focused on new users

- Experience in the business;

- Experience with previous partnerships to scalability phase

- Development competences

- Organizational learning.

**Entrepreneur**

- leadership capability (motivating employees and partners)

- Experience

- political ability

EXTERNAL

- Government support

- Philanthropy as a source of resources

- Partnerships as a source of capital or union of competences

- Involvement of members of the local community

- Existence of other social enterprises (mimicry, exchange of experience or the possibility of merging)

**Organization**

- credibility and reputation

- participatory organizational culture

- employee training

- ability to become the model less leader dependent

Bridge organizations

Scalability potential of a SI

Source: Elaborated by the authors